

Fort Carson Family Housing

RESIDENT GUIDE

1 September 2002

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Fort Carson Resident Guide
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Chapter 1 WELCOME LETTERS



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, 7th INFANTRY DIVISION AND FORT CARSON
OFFICE OF THE COMMANDING GENERAL
FORT CARSON, COLORADO 80913-5000

May 28, 2002

Fort Carson Family Housing

Dear Residents of Fort Carson:

Welcome to the Fort Carson community and the Mountain Post Team. Fort Carson offers its residents training and recreation opportunities that are unparalleled at any other Army post. We feel that we provide the best residential and community services anywhere in the Army. Our commitment to quality is evident in our family housing. We want Fort Carson to be a secure, clean, well-maintained place to live that is pleasant, safe, and suitable for you and your family as well as future residents. To maintain our community and quality of life your partnership is necessary.

We have prepared this Family Housing Guide to provide you with helpful information concerning responsibilities for the care and maintenance of assigned family quarters, emergencies, occupant services, facilities, occupancy rules and regulations. We hope that you will use the information in this guide to make a smooth and enjoyable transition to Fort Carson and Family Housing.

Your cooperation will help keep Fort Carson a great place to live, train and work. The soldiers of the Mountain Post are the best in the Army, and it is imperative that we work together to make this the best Post in the Army.

Once again, welcome to the Mountain Post. Living on post is a privilege to be maintained through mutual respect. Mission first...people always...one team. Bayonet!

Sincerely,

A handwritten signature in black ink, which appears to read "Charles C. Campbell", is written over a large, stylized, looping flourish.

Charles C. Campbell
Major General, U.S. Army
Commanding



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, 7th INFANTRY DIVISION AND FORT CARSON
FORT CARSON, COLORADO 80913-5000

1 July 2002

Fort Carson Family Housing

Dear Residents of Fort Carson:

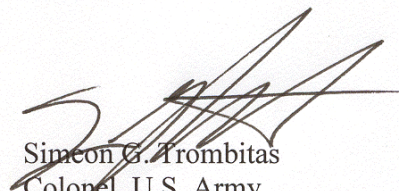
Welcome to our community. We believe that Fort Carson is the best post in the Army and this is reflected in our family housing. We want Fort Carson to be a secure, clean, well-maintained place to live that is pleasant, safe, and suitable for you and your family as well as future residents. To meet these objectives, your full cooperation is necessary.

The Family Housing Guide has been prepared to provide you with helpful information concerning responsibilities for the care and maintenance of assigned family quarters, emergencies, occupant services, facilities, occupancy rules and regulations.

Whether your occupancy is measured in months or years, your cooperation and interest will help keep Fort Carson a desirable place to live. My staff is dedicated to customer satisfaction, and ensuring that Fort Carson remains the best place to be a soldier.

Once again, welcome to our community. Remember, living on post is a privilege to be enjoyed and safeguarded. "Mission first, people always."

Sincerely,



Simeon G. Trombitas
Colonel, U.S. Army
Garrison Commander



Fort Carson Family Housing

4800-B McNerney, Fort Carson, Colorado 80913-3609 Phone: (719) 579-1044 Fax: (719) 579-1045

1 July, 2002

Dear Residents of Fort Carson

Welcome to the Fort Carson community. We feel that we are part of the Mountain Post team providing the best residential and community services anywhere in the Army. We are committed to quality. We want Fort Carson to be a secure, clean, well-maintained place to live that is pleasant, safe, and a great place to live. To maintain our community and quality of life your partnership is necessary.

We have prepared this Family Housing Guide to provide you with helpful information concerning responsibilities for the care and maintenance of assigned homes, emergencies, resident services, facilities, occupancy rules and regulations. We hope that you will use the information in this guide to make a smooth and enjoyable transition to the Fort Carson community.

Your cooperation will help keep Fort Carson a great place to live, train and work. The soldiers of the Mountain Post are the best in the Army, and it is imperative that we work together to make this the best post in the Army.

Once again, welcome to the Mountain Post. Living on post is a privilege to be maintained through mutual respect.

Sincerely

Ronald J. Hansen, PE
Project Director



Chapter 2 GENERAL INFORMATION

1. Applicability

The provisions of this manual are applicable to all residents of Fort Carson Family Housing (FCFH). Authority for this manual is found in RENTAL APPLICATION RULES AND REGULATIONS paragraph of your lease (Sample at Appendix G).

Family housing at Fort Carson has been turned over to us, Fort Carson Family Housing, L.L.C., a private firm. This arrangement, known as "privatization," has made possible significant improvements in constructing new housing and renovating and maintaining existing units.

If you've lived in military family housing before, you'll find that privatization means some differences. No longer are you "assigned" to family housing. Although Fort Carson maintains waiting lists the same way they did under the old system, once you reach the top of your list, it is your choice whether to accept our housing or find a place off post. If you choose to take advantage of what we think is a great opportunity in our on-post housing, you must sign a lease and arrange to have your lease payments made by allotment. That lease is a legal obligation between you and us, and you have a responsibility to honor its terms.

You will also see many similarities between life in traditional military housing and our privatized housing. Under our contract with the Army, for example, Fort Carson still provides police and fire protection. So, you'll still see Military Police in the housing areas. At Fort Carson, we've maintained the Mayors program to help distribute information and to allow community input both to us as your landlords and to Fort Carson as it monitors our performance under the contract. The Garrison Commander's Housing Liaison program helps maintain good order within the housing area by supervising compliance with this document's provisions. We also still require a self-help program, under which you, as residents are responsible for landscaping and minor maintenance in and around your housing unit.

The main thing to remember is that we, Fort Carson Family Housing, L.L.C., are primarily responsible for virtually all aspects of the family housing operation. Our goal is to make your experience as residents in this housing the very best it can possibly be. Our hope is that this Resident Guide will answer any questions you have about living here, but, if it doesn't, please contact the Leasing Office for more information.

2. Exceptions To Housing Policy

Community members wishing to request special consideration of any circumstance they feel warrants an exception to the policies established in this guide, or to existing housing regulations, may submit their request as follows. Appendix G contains the Exception to Policy forms and detailed instructions.

a. Housing Policy (e.g. altering landscaping, satellite dishes)

Requests must originate with a memo signed by the soldier involved and be submitted to the Fort Carson Family Housing Leasing Office. Requests for exception to policy must be fully explained and justified by all supporting documents available. The Fort Carson Family Housing Project Director, or authorized representative will be the exception approving authority.

If a question exists on the appropriate authority contact the Leasing Office.

b. Installation policy (e.g. dependents remaining in housing after Sponsor PCS)

Residents must route an "Exception to Policy" memo through their immediate unit commander for comment and/or recommendation to the first Colonel (O6) in their chain of command. The O6 level commander should endorse these actions to the Directorate of Public Works Housing Division for action. The DPW will prepare all actions in the proper staff summary format and forward them to the Garrison Commander for decision. While each reviewing level of command may make an appropriate recommendation, only the Garrison Commander may approve or disapprove soldiers' requests for exception to policy. Requests received that have not been processed IAW this procedure will be returned to the requester for resubmission as required. Requests received that do not start at the soldier level (for example a request on behalf of the soldier) may also be returned for compliance with this policy. Requests for exception to policy must be fully explained and justified by all supporting documents available.

Chapter 3 GENERAL HOUSING POLICIES

1. GENERAL

Family Housing residents are responsible for routine maintenance, minor repairs, operation, housekeeping, and related servicing of the assigned residences, hand-receipted equipment, and maintenance and police of grounds as would be expected of a home owner in local civilian communities. Residents are responsible for, at a minimum the following tasks:

- Cleaning carports, garages, storage spaces, porches, steps, walks, and driveways, including snow removal of assigned and common areas adjacent to the dwelling.
- Cleaning interior surfaces of windows and those exterior surfaces that are readily accessible to include window tracks and window sills.
- Cleaning of light fixtures and window and door blinds
- Cleaning, waxing, and polishing of floors. All pet hair, stains and odors are to be completely removed.
- Cleaning stoves, refrigerators, exhaust fans, dishwashers, sinks, tubs, plumbing fixtures, and other household equipment.

Specific housing policies are found in the following sections in alphabetical order:

2. ABSENCES

Residents are responsible for the care of their quarters and grounds during periods of temporary absence. Residents should arrange with neighbors complete lawn care requirements, to check quarters periodically for fire hazards, broken water lines, defective heating system, and vandalism. Residents leaving the installation for more than 1 week must notify FCFH Leasing Office in writing, giving the name and address of a designated person in the local area retaining keys to their quarters and be authorized to provide access for official reasons. The Provost Marshal Office should also be notified during periods of prolonged absences. **Residents are responsible for any damage caused due to frozen and broken water lines** if they do not follow the proper procedures to prevent the damage from occurring (See procedures in Tab C, Appendix 3).

The FCFH may allow the retention of assigned quarters provided the following conditions are met:

- Notification of absence is made in writing to FCFH Leasing Office. Appointment of designated representative to assume responsibility for the vacant residence. The designated representative will maintain a key to the quarters for immediate access in case of an emergency.
- The Leasing Office is provided with the telephone number and address of both the locally responsible representative and the resident at the extended absence address.
- FCFH will be authorized to enter the quarters to winterize them when required. The winterization process setting the thermostat to 50 degrees Fahrenheit and other measures designed to protect the structure from the effects of extreme temperature.

- A FCFH Leasing Agent will be authorized to enter the quarters with the resident's designated representative on a periodic basis to ensure that the residence is safeguarded and in good condition.

3. AIR CONDITIONERS

Air Conditioners are only allowed for families that have a medical necessity with permission from a doctor. Request for permission to install a resident owned air conditioner must be submitted to the FCFH Leasing Offices (see Appendix G) prior to installation. No modification of the quarters will be approved. If the installation requires temporarily removing portions of the existing window, plexiglass – not plywood or cardboard – will be used to replace the window sections. The window will be returned to original condition prior to clearing quarters. Air conditioners must operate on the household current available. When air conditioners are used, their use should be limited to the hottest time of the day. Open windows during the cooler evening, night and early morning hours to allow cool air in. A fan in the window will help draw the cool air in. Close window coverings and doors to minimize warming during the heat of the day.

4. ALTERATIONS

- Residents are not permitted to make any physical or structural change to quarters, sheds, carports, garages, grounds, or landscape without prior approval. For example, residents cannot remove windows; install pet doors; alter, extend, or remove existing utilities; or erect or remove any structure without prior written approval.
- Alteration of electrical, plumbing, heating, or other installed utility equipment is prohibited.
- Current installations that do not meet the specifications contained herein will be upgraded or removed. After written notice by FCFH, unauthorized, not maintained, or nonstandard alterations, equipment, or structures will be removed or upgraded by the resident. If not accomplished within 30 days, they could be removed by FCFH, on a case-by-case basis, and the resident could be assessed all costs, depending on circumstances.
- Any approved alterations must be put back to its original state at resident's expense prior to vacating housing or fees will be assessed during the final inspection.

5. ANTENNAS

Radio antennas may not be erected in Family Housing as a general rule. For questions or exceptions, call the FCFH Leasing Offices. If approved, residents will comply with applicable FCC regulations when installing a short wave or CB antenna.

6. APPEARANCE STANDARDS

Fort Carson housing community has many families living in a small area. Each resident is expected to do his or her part to support the pleasant living environment. This includes performing normal routine maintenance as would be required off post and to minimize the

cluttered appearance that occurs when toys and furniture are left unattended in the front yards of the quarters. Bikes, toys, patio furniture and lawn equipment, when not in use, should be stored or moved to the backyard. Patio furniture, used daily, properly maintained and in good taste can remain on the front porch or yard area when not in use. Couches, chairs or other furniture not built or intended for outdoor use must be removed when not in use. Finally, backyards, while not as visible as front yards, are still expected to maintain a neat appearance.

Failure to comply with these provisions may result in the termination of your lease.

7. APPLIANCES

- All kitchen appliances are provided in each unit. Residents may use typical resident provided appliances. Existing electrical outlets are standard and will not be changed to accommodate any variances in plug design of privately owned appliances. Some houses do not have grounded electrical service. Although addition of a grounded electrical system is included in the renovation project.
- Residents are responsible for the installation and connection of all privately owned appliances. No privately owned appliances or equipment will be installed that exceed the capacity of the utilities systems. If in doubt, contact the FCFH Leasing Office.
- Gas operated clothes dryers are not authorized in family housing.

8. ASSIGNMENT

All quarters assignments are initiated and maintained by the FCFH Leasing Office, Colorado Inn, 1833 Woodfill (currently marked as 7301 Woodfill Road)¹.

9. BARBECUE GRILLS

- Barbecue grills will only be used in the backyards.
- Residents are encouraged to enjoy summertime activities at Fort Carson. We ask that you be responsible while having barbeques in the housing community.
- Barbecue grills should be lit and supervised by adults. Grills must be kept away from building overhangs, porches and all combustible structures. After use, soak charcoal thoroughly in water before storing equipment. Use an approved charcoal starter. NEVER USE GASOLINE TO START ANY FIRE!
- CHARCOAL GRILLS: Clean all charcoal and ashes from charcoal grills before storing. Store charcoal lighter fluid outdoors in a secure place, away from children, at all times. "CAUTION - BURNING CHARCOAL GIVES OFF CARBON MONOXIDE, AN ODORLESS, POISONOUS GAS - NEVER BURN CHARCOAL INDOORS!" Charcoal and gas grills should be maintained and properly stored when not in use.
- GAS GRILLS: Store all liquid propane (LP) gas cylinders used to fuel outdoor gas barbecue outdoors at all times.

¹ While the proper address for our leasing office is 1833 Woodfill Road; the building is still marked as Building 7301, Woodfill Road. References to 7301 Woodfill or the Colorado Inn are contained throughout this document.

10. BASEMENTS

Basements are authorized for storage and laundry use only. Basements may **not** be used for living areas. Accordingly, no one may sleep or live in a basement because this would present a serious fire safety problem. No partitions are to be constructed by the resident. Many basements on Fort Carson may flood, so residents are urged to place all items on pallets, to include washer and dryers. Call our Service Desk for pallets, if not already in the basement.

*Personal property not placed on pallets will **not** be covered by the \$5,000 insurance policy (see INSURANCE below).*

11. CEILING FANS

Permission to install ceiling fans must be obtained in writing by contacting our personnel at 579-1605. If approval is given, fans must be installed at existing ceiling lights and must be removed prior to clearing quarters and the existing ceiling light reinstalled. No alterations to the quarters will be made.

12. CHILD CARE BUSINESSES IN QUARTERS

- Establishment of Family Child Care Homes in Family Housing is regulated by Army Regulation 608-10, under the supervision of Child Development Services. This regulation is applicable to military personnel and their family members residing in FCFH quarters on Fort Carson. *Failure to comply with this regulation will result in termination of your lease.*
- In order to prescribe minimum standards for child health, safety and welfare, quarters will not be used as a Family Child Care Home without prior specific approval from the Child Development Services, the designated agent of the Commander for the purposes of certification and licensing.
- Applications to operate a Family Child Care Home at Fort Carson may be obtained at Child Development Services, Bldg. 6050, Monday through Friday, 0730 - 1700.
- For information on being a licensed Family Child Care Home at Fort Carson, contact the Child Development Services located in Bldg. 6050, at telephone numbers 526-4053/526-4188.
- Family Child Care Homes are considered to be a private-ownership business. A Family Housing residence will not be adapted to accommodate a private business.

13. CHRISTMAS TREES

Put live trees in a safe area of the room, away from any source of heat. Keep the tree in a container of water, sand, or moist earth and remove it soon after the holidays (check Mountaineer for a recycling point). Be sure artificial trees are fire resistant.

14. CLOTHES DRYERS

Check and clean clothes dryer lint traps after each use. Never put plastic articles in the dryer. Periodically, remove the back and lift the top of the dryer cabinet to vacuum the dust accumulation from inside the cabinet.

15. CONTROL OF CHILDREN

See Chapter 6, FAMILY MEMBER POLICIES below.

Supervision - Children should be closely supervised at all times. Children under age 10 cannot be left alone in the home. Children under age 6 must be under a parent's direct control and under supervision at all times including yards and playgrounds.

Failure to comply with this policy may result in the termination of your lease.

16. CURFEW POLICY

See Chapter 6, FAMILY MEMBER POLICIES below.

Fort Carson has established curfew hours for juveniles on this post. These curfew policies are enforced by the Military Police. Juveniles found out after curfew are subject to detention by the Military Police and parents will be required to pickup their family members held under these curfew rules. Specific rules for the curfew on Fort Carson are included at Chapter 6.

Failure to comply with this policy may result in the termination of your lease.

17. ENERGY CONSERVATION

- The United States uses more energy per capita than any other nation in the world. Much of this energy is wasted. While we represent only 6% of the world's population, we consume 30% of the world's energy. More than half of the energy used in family quarters goes into heating. Heating water uses about 15%. Lighting, cooking, refrigeration, and operating appliances account for the rest.
- Energy conservation is a key element in our country's effort to become "energy sufficient." Everybody wins with energy conservation. By using less energy, we save money. A good rule to follow in energy conservation is "Use utilities as if you were paying the bill."
- Residents are responsible for practicing energy conservation, avoiding waste, and abiding by Installation energy management policies and procedures. The following basic policies are established with the understanding that housing Resident can conserve and reduce energy consumption without sacrificing comfort. Abuse of your energy resources may result in a quarter's warning letter.
 - a. Heating
- Thermostats should be set back to 55°-60° at night and 65°-70° during the day. If the quarters will be vacant for an extended period of time (weekends, holidays or vacations) turn thermostats back to the lowest setting but not lower than 50° during the heating season to prevent water lines from freezing. While the quarters are unoccupied, it is a

good idea to have a trusted neighbor or friend check the unit daily to ensure that the furnace is heating properly especially during extremely cold weather.

- Windows and entry doors will not be left open when the furnace is running.
- Storm windows and doors will be in place during the heating season.
- Broken windows will be repaired immediately.
- Open curtains during the day to allow sun's rays to help to warm rooms and provide light. Close curtains and window shades at night to minimize drafts. People sitting near windows will be more comfortable.
- Close off unused rooms and keep garage doors closed.
- Supply registers and recirculating grills should not be covered, even partially, or circulation of air will be retarded and heating efficiency decreased. Keep register and grill faces clean and dust/lint free. Vacuum cleaners are handy in doing this job
- Report missing filters immediately. If bedroom windows are left open at night, close bedroom doors, and be sure they fit tightly so that the rest of the house will stay warm. Also, turn off the radiator, or if you have a warm air heating system, close the register.

b. Water

- Water is one of the West's most valuable and limited resources. There are many things you can do to help Fort Carson reduce the amount of money expended every year for water.
- Take short showers instead of baths. A bath uses 30-50 gallons of water, a short shower only 10.
- Use water sparingly when brushing your teeth, washing dishes, or shaving.
- Use water from the sink or tub to water trees and shrubs.
- Lawns and landscaping will be maintained by the resident. Water only during the designated times in the morning or evening. Some watering is also recommended during the fall and winter. If your yard has a sprinkler system it will run automatically. If you must water manually remember:
- Water in one location for no more than 15 minutes.
- Water only between 2100 and 0900. Do not water on windy or rainy days.
- When watering lawns, adjust the spray to avoid water running into the street, or onto driveways and sidewalks.
- Leaking plumbing fixtures such as faucets and toilets will be repaired or reported immediately. A leaky faucet can waste up to 20 gallons of water per day, and a leaky toilet can waste up to 200 gallons each day.
- Don't flush things needlessly down the toilet if the trash can is better. Never flush large items or things like baby diapers down the toilet because they can clog drains.
- Wait until you have a full dishwasher or washing machine before running them to save water and energy. If you have the ability to control the amount of water in your machines, use only the minimum necessary for cleaning. Use cold water as much as possible, especially when rinsing, to conserve energy. Let dishes air-dry.
- Instead of hot water, cold water should be used whenever practicable.

c. Electricity

- Electric lights and appliances should be turned off when not needed. Keep all fixtures clean to improve lighting efficiency. An 80 watt bulb left burning all year will cost \$30 and require over 300 pounds of coal to be burned at the local power plant.
- Turn off lights in unoccupied areas such as basement, garages, outdoor areas in daylight.
- Lighting intensities should match intended purpose of use. High wattage bulbs, over 60 watts, should only be used where people read or do close work.
- Defrost refrigerators regularly and periodically check door gaskets for wear.
- If refrigerators or freezers break down or the electricity goes off for a substantial period of time, Residents should take measures to prevent food spoilage, i.e., use ice chests or a neighbor's refrigerator or freezer.
- Fort Carson is not in an area where air conditioners are provided, however, up to two, 110V individual air conditioners are authorized under certain medical conditions (see Air Conditioners above). No central air conditioning units are permitted in family housing. Use of evaporative (swamp) coolers is encouraged over A/C. These coolers use 80% less energy and add moisture to the air.
- Open windows during the cooler evening, night and early morning hours to allow cool air in; a fan in the window will help draw the cool air in. Close window coverings and doors to minimize warming during the heat of the day. Use fans only as needed.
- Many times a more energy efficient appliance will cost a few dollars more initially, but this may be more than offset later on by reduced operating costs. Check Energy Efficient Rating (EER) when buying any appliance. The higher the EER, the more efficient. Anything rated 8.0 or higher is excellent.

18. FAMILY CHILD CARE HOMES

See CHILD CARE BUSINESS IN QUARTERS paragraph above

19. FENCES

FCFH maintains fences. Call the Service Order Desk to obtain fence maintenance service. During the period 2000 through 2004, all fences will be evaluated and repaired/replaced during the renovation project.

20. FIRE EVACUATION PLAN

Have a home fire evacuation plan with primary and alternate routes of escape in the event of a fire. Practice your plan as a family activity.

21. FIRE PROTECTION

The Fire Department is responsible for instructing residents on the procedures to follow in case of fire. Dialing **911** should be the residents' first response to observed fires. The sponsor should instruct family members in fire prevention.

22. GARDENS

- Flower Gardens: Residents may plant annual and/or perennial flower gardens in beds adjacent to their quarters. An approved landscaping plan is required only if significant changes are being made of existing landscaping. The resident, at their expense, will return the altered area to its original condition prior to vacating quarters. Residents in new areas that remove landscaping plants will be charged for those plants – report dead plants to the Service Desk, 579-1605.
- Vegetable Gardens: Small vegetable gardens within back yards are acceptable. Areas used for gardening will be returned to original condition with grass following end of season at resident's expense.

23. GASOLINE STORAGE

Storage of gasoline or other flammable liquids is limited to three gallons. Gasoline should never be stored in the house – including the basement. Outside storage areas should be child proof. Storage of fuel will be in an approved Underwriters' Laboratories (UL) type container. Glass or open containers are not authorized for storing paint thinner and other flammable materials.

24. HOLIDAY SEASON LIGHTING POLICY

Residents are expected to comply with any policy on this subject issued by Fort Carson. In addition, decorative ornaments may be used in yards, providing they present no safety hazards to children and are in good taste and meet commonly acceptable community norms. Displays are not allowed on roof tops nor blocking walkways.

25. HOT TUB/WHIRLPOOLS/SPAS

Privately owned hot tubs/whirlpools/spas are not allowed in family housing, unless medically justified. Requests for approval to utilize such medically justified equipment must be coordinated with the FCFH Leasing Office prior to installation.

26. HOUSEHOLD HAZARDOUS WASTE

Household hazardous waste must not be disposed in trash containers, storm drains, sinks, toilet commodes, or on the ground. Paint and other hazardous waste can be turned in at the county's hazardous waste site; call 575-8450 for current locations. The weekly trash contractor will NOT pick up hazardous wastes.

27. HOUSING POINTS OF CONTACT

Resident will designate persons authorized to coordinate actions with FCFH during in-processing. Only persons so designated will be allowed to request service calls and exceptions to authorizations, or handle, other actions involving residences.

28. HUMIDIFIERS

May be used if portable.

29. ILLEGAL OR UNAUTHORIZED ACTIVITY

All residents, whether tenants or others residing with them in family housing, are required by their leases to refrain from illegal or unauthorized activity. Failure to do so may result in termination of the lease and/or limitation or denial of access to Fort Carson in addition to any other administrative, disciplinary, or criminal action taken by appropriate authorities.

Failure to comply with this policy may result in the termination of your lease.

30. INSURANCE

- As Family Housing residences are now privately held, the US Government has limited liability for damages resulting from housing operations. Personal property, such as furniture, clothing, jewelry, vehicles, and recreational equipment should always be adequately insured for protection against possible damage or loss. It is recommended that, for your protection, you obtain private insurance, especially for high value items and collectibles.
- Fort Carson Family Housing, L.L.C., has arranged \$ 5,000 in personal property insurance for all residents with Armed Forces Insurance. This policy provides for coverage against Acts of God and damage caused by situations beyond your control. Within a few weeks of moving in you should receive a detailed policy and information about the insurance program. Please read the policy and if you have any questions call 1-800-255-6792 and speak with an Armed Forces Insurance Customer Representative. Residents are automatically enrolled. Please direct questions to your Housing Consultant.
- It is highly recommended that, for your protection, you obtain private insurance, especially for high value items and collectibles as they are NOT covered by the \$5,000 insurance policy.

31. KEY AND ESSENTIAL PERSONNEL

Designated assignment of Key Personnel (Battalion Commanders, Command Sergeant Majors and above) will be managed by the Garrison Commander's Office.

32. LANDSCAPING RESPONSIBILITIES

Residents are responsible for policing and grounds maintenance of their areas to include watering, mowing, clipping, trimming, edging, reseeding, fertilizing, weed eliminating, repairing damage from pets, daily policing of trash, and general neatness and cleanliness of area, to include area around trash cans, parking areas, and a point midway in an adjacent road and up to a common boundary or fence line. Lawn care equipment is a responsibility of the housing resident. Some equipment is provided to the resident when you occupy your residence.

- **Alterations:** Significant landscaping alterations may be done with the permission of FCFH (See Landscaping Request, Appendix G).

- **Mowing:** Residents are responsible for keeping their lawns neatly mowed at 2" to 4" in height. Yards extend to the nearest road or the midpoint between residences. If bordering a common area (e.g. playground), the yard extends 50 feet into the common area.
- **Pets:** Residents are responsible for repairing pet damage and for removing the pets' solid wastes.
- **Shrubbery:** Residents are responsible for keeping their shrubbery neatly trimmed.
- **Watering:** Please refer to the Water section of the Energy Conservation paragraph (Paragraph 16, page 9) and any policies issued by Fort Carson's Chain of command.

Failure to comply with these provisions may result in the termination of your lease.

33. LITTER CONTROL

- You are responsible for picking up trash that is in your yard. It is an unfortunate fact of life in Colorado that windstorms are common and blow trash from one side of the post to the other. So we appreciate you making your community better by policing up trash that simply isn't yours.
- Spring and Fall cleanup periods help to further instill in us a sense of community and pride in our surroundings, but controlling litter and cleaning up should be daily activities in our lives.
- What is litter? Litter is misplaced, man-made, solid waste. Litter has become something that people have come to accept. That's why cleanup campaigns alone, like our Installation Cleanup, aren't really enough. What's needed is a program that gets to the root of the problem and changes the basic attitudes of people who litter. A litter free environment shows personal pride in where we live and where our children play and grow. Everyone must do their part to keep Fort Carson litter-free every single day.
- You can help keep Fort Carson clean and beautiful all year round by following the easy steps below:
 - Use tightly covered trashcans. Bag and tie all garbage and trash bags. Don't leave them sitting out for pets, wild animals, or the wind to ravage. Place trash inside dumpsters and close doors to prevent blowing waste.
 - Put a litter bag in your car, and use it. Don't pitch cans, cigarette butts, papers, bottles or other trash out the window.
 - Recycle. The Installation Recycle Center located near Gate 3 and the recycling trailer in front of McMahon Theater accept cardboard, newspaper, aluminum cans, bi-metal cans, and plastic #1 and #2. You can also recycle white paper, colored paper, computer paper and cards at the Recycle Center located near Gate 3 on Monday, Wednesday and Friday from 0730-1530. For more information, refer to paragraph 3-48 or call the Recycle Center, 526-5898, or the Recycle Manager, 526-3127.
 - Set the example - pick up trash when you see it so your neighbors, friends and children know that you care.
 - Coordinate and support the cleanup projects for your neighborhood.

34. LOCKOUT OF FAMILY QUARTERS

- On occasion, personnel living in family housing lock themselves out of their quarters or lose their keys. Outlined below are the steps to follow to gain access to your quarters when locked out. During your residency on Fort Carson you may obtain this lockout support, free of charge, for the first occurrence. A \$25 charge will be assessed on additional occurrences.
- When locked out of quarters during normal duty hours, Resident should report to the Leasing Office, Colorado Inn, 1833 Woodfill Road (currently marked as 7301 Woodfill Road).
- Upon presentation of proper identification, a service representative will be notified to meet you at the quarters to unlock one of the doors.
- When locked out of quarters at Fort Carson prior to 0730, after 1600, and on weekends or holidays, the resident must call our Service Desk (579-1605) and inform our service personnel of the lockout. Proper identification will have to be shown prior to the quarters being unlocked.

35. LOST KEYS

When keys are lost and/or a new lock set is required, the resident will be required to reimburse FCFH for materials and labor necessary to change the lock set. A request will be submitted to the Leasing Office for processing.

36. MAINTENANCE AND REPAIR

- I can't fix what I don't know about. Call us at 579-1605 for service.
- FCFH has the responsibility for the maintenance of all family housing on Fort Carson. Service calls are handled by contacting our Service Desk. The service desk has personnel ready to assist you 24 hours per day, 7 days a week, including holidays.
- Fort Carson Family Housing, L.L.C. will continue the proud reputation of J.A. Jones in providing responsive and quality service call work. Our objectives for response to service requirements are:
 - Promptly responding to service requests based upon priority of the requirements;
 - Providing 24 hour-a-day/seven days – per – week emergency service;
 - Accomplishing work with minimal disturbance to occupants;
 - Safeguarding property by rapid response; and
 - Adhering to the highest quality standards for work performance.
- We accomplish these objectives through a combination of effective work control methods, hiring experienced, proven craftsman and technicians who are trained for their assigned tasks and participation of management, supervisors, lead persons, and technical personnel in a vigorous and dynamic Quality Control Program.
- Our personnel are trained to be familiar with the factors determining general work requirements. Particular attention is paid to:
 - The nature of the problem
 - The severity of the problem
 - The physical location of the problem

- Special requirements
- The response and completion times for each service response classification
- Service response classifications include
- *Emergency Calls* – These service calls are issued when conditions exist that endanger the residents or cause damage to the housing unit or resident property and require response on a 24 hour-per-day basis. Response is required within 30 minutes from 0800-2000 hours and within 1 hour during other periods. During working hours, work will continue until the emergency is corrected, while after hours efforts will focus on stabilizing the emergency until the next workday. Examples of Emergency Calls are:
 - Gas leaks affecting single or multiple units
 - Water line break causing flooding conditions
 - Power outage affecting multiple housing units
 - Power outage affecting single unit with special needs
 - Winter furnace outage
 - Roof leaks causing interior damage
 - Playground equipment repair posing a safety hazard
 - Lockout situation during evening hours
 - Snow removal
- *Urgent Calls* – These service calls deal with situations which could endanger residents or damage facilities if not corrected as soon as possible. Response to this priority will be within four hours of receipt during 0800-2000 hours on duty days. At other times the service call will be evaluated to determine if it should be handled in the same time frames as an emergency call or during the next duty day. Examples of Urgent Calls:
 - Unit power outage
 - Plumbing malfunctions not causing water damage
 - Water heater outage
 - Appliance Malfunctions
 - Lockout conditions
 - Roof Leak not causing interior damage
 - Paved surface damage that may pose a safety hazard
 - Window and exterior door and lock repairs
 - Tree trimming posing a safety risks
 - Electrical work posing a safety or fire risk
 - Snow removal (secondary roads)
 - Playground equipment
 - Ground drainage repairs
- *Routine Work* – This includes maintenance and repair that does not meet the criteria for emergency or urgent priority. They will be completed within five working days from receipt. Examples of Routine Work are:
 - Summertime furnace outage
 - Carpentry, paint, trim, pavement, counter, cabinet, flooring, electrical, plumbing, and other work involving appearance or function that does not pose a safety hazard or major resident inconvenience.
 - Landscaping and recreation area maintenance not posing a safety hazard

Our Service Call Desk can be contacted at 579-1605 to request service call work or ask a question about priority designation. Additionally, our Operations and Maintenance Project

Manager, Mr. Art Fitzgerald, is available at 579-1606 to answer any policy questions or problems with regard to service call work or priority assignment for work requests. We are here to serve.

37. MAYORAL PROGRAM

The Family Housing Mayoral Program is an integral part of the Army Community Service Volunteer Support Program. Mayors are appointed to their housing positions after being nominated and elected to the position. Mayors promote harmonious living conditions in their villages and are key members of the Commanding General's chain of concern on Fort Carson. The Mayors Program operates under the guidelines established in FC Reg 608-1. An extract of this regulation covering the duties of the Mayors can be found at Appendix B.

38. MISCELLANEOUS STRUCTURES

- Permission to construct structures, such as a doghouse, or child's playhouse, must be requested from FCFH.
- Resident-owned playground equipment may be erected in the backyard, providing equipment and landscape are maintained, it does not interfere with access to quarters, and it does not encroach on neighbors' areas.
- Attachment of basketball backboards to quarters, telephone poles adjacent to the quarters, clotheslines, carports, trees or garages is not authorized. Freestanding basketball goals are authorized, if placed so that car and foot traffic is not unreasonable impeded (i.e. keep away from streets and walking paths).

39. MULTIPLE OCCUPANCY

Under your lease, your residence is primarily for the use of you and your family. Of course, you may entertain friends and family as occasional guests. However, no person other than your immediate family may reside with you more than 30 days without written authorization from the Leasing Office (See Appendix G). The Leasing Office will limit stays to no more than 90 cumulative days in 365 days.

Because you are authorized to rent these quarters because you are a service member with a family and because your rent payment is based on your BAH, any changes to that status must be reported to FCFH, LLC.

Failure to comply with these provisions may result in the termination of your lease.

40. NOISE CONTROL/QUIET HOURS

Excessive noise is a common complaint in high-density neighborhoods. Some soldiers and family members work night shifts and sleep during the day. Please be considerate.

- Parties- Many complaints can be avoided by informing your neighbors prior to having a party.

- Excessive Stereo and Television Volume. Don't assume your neighbors enjoy the same type of music or television programs you do. Please keep the volume down.
- Citations: Creating excessive noise during "quiet" hours (2200-0600) could be a basis for a complaint of disturbing the peace and could result in punitive action. Violations should be reported to the Military Police at 526-2333.

Failure to comply with these provisions may result in the termination of your lease.

41. PAINTING

Any painting will be performed when necessary by FCFH. Residents are asked to not paint units.

42. PEST CONTROL SERVICE

Pest Control services in family housing are provided by FCFH. Should a family member be allergic to common pesticides or have any reaction at all please notify the FCFH Leasing Office so we may properly coordinate pest control spraying.

- Control of cockroaches, clover mites, ants, earwigs, pillbugs, mice, and other pests not considered a significant threat to health and property is the primary responsibility of housing residents.
- In the event that proper application of pesticides over a reasonable period of time (30 days) fails to alleviate the problem, pest control services may be requested from FCFH by calling the FCFH Environmental and Safety Manager. Pest controllers will treat the quarters or provide instructions for the continued use of self-help materials. Scheduling of pest control treatments is accomplished following inspection of the unit to identify pests, determine extent and degree of infestation, and identify sanitation, structural, or maintenance problems contributing to infestation before treatments are scheduled.
- In the case of cockroach infestations, extensive preparations by the resident are required. These preparations involve completely emptying all kitchen and bathroom cabinets. Other requirements will be fully explained to the resident by the pest controller during the inspection and scheduling process. When advance preparations are required, a mutually convenient date and time of treatment will be arranged. Do not empty your cabinets or start other preparations until a firm appointment has been made. Depending on the extent and degree of cockroach infestation, pest controllers may request that residents in adjacent units prepare for and accept treatments in order to prevent the spread of roaches from unit to unit. Your cooperation in this matter is invited.
- Pesticides may be hazardous to infants under 3 weeks old, the aged, pregnant, those with heart, liver or respiratory problems, people with allergies, pets, tropical fish, and exotic birds. Please inform the pest controller of any such situations, and he will advise you of any special safety precautions required.
- Control of pests around the outside of quarters to include those in trees and shrubs. Pest control services for such problems may be obtained by calling the Service Desk.
- Problems involving wasps, bees, hornets, bats, houseflies, mosquitoes, snakes, black widow spiders, rodents (other than mice), ticks, lice, fleas, birds, wood destroying pests, and pests of stored food products should be reported to FCFH Service Desk.

- Family Housing Residents are expected to:
 - Maintain quarters in a manner to deny access, harborage, and sustenance to household pests.
 - Ensure that windows and doors are screened and fit properly.
 - Repair holes or cracks that permit access to quarters, or call the Maintenance Service Order Desk.
 - Ensure that minor cracks and holes inside the quarters are caulked or otherwise sealed.
 - Regularly remove excessive clutter in and around quarters, debris, weeds, dead leaves, pet droppings, trash, etc.
 - Protect food, especially starchy or fatty foods and pet foods, storing in pest proof containers.
 - Promptly clean up spilled food, crumbs, drink, or pet mishaps.
 - Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves).
 - Wash and submerge dirty dishes in soapy water before retiring.
 - Empty garbage and cat litter box daily. Clean dog feces from yards daily.
 - Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspaper, empty cans, empty bottles, and paper grocery bags in kitchens, baths, and laundry rooms.
 - Have leaks and dripping faucets repaired promptly.
 - Wipe or mop dry kitchen and bathroom surfaces before retiring.
 - Control minor infestations of nuisance pests before seeking FCFH assistance.
 - Obtain approval from FCFH before hiring commercial pest control services.
 - Do not use electronic "Bug Lights" (these are not authorized and are largely ineffective against harmful insects).
 - Request FCFH pest control services, if your quarters are infested, at least 30 days prior to anticipated pickup of household goods and final termination of quarters.

Failure to maintain a home as described above may result in the termination of your lease.

43. PETS

Maintaining pets on Fort Carson is a privilege, not a right, and is subject to regulation and policy set by the Fort Carson Veterinary Treatment Facility (VTF) and Housing authorities to provide for the health and welfare of Fort Carson Family Housing personnel. Pet owners who violate these provisions are subject to the forced removal of their pets from Fort Carson, or their removal from Family Housing.

- **Abandoning:** Abandonment of pets on Fort Carson is specifically prohibited. Animal owners who no longer desire to keep a pet or who are departing Fort Carson will not abandon any animal. Unwanted pets may be placed for adoption at the Fort Carson VTF or at the Colorado Springs Humane Society.
- **Aggressive Animals:** Any dog that has a tendency to attack or molest persons or other animals will be muzzled and kept on a short hand leash when out of quarters. Dogs that bite or chase people in an aggressive manner are considered a menace and should be reported to the military police at 526-2333. Biting dogs that attack people or other

animals may be apprehended by the military police. Dogs that are determined to be vicious will be removed from Fort Carson.

- **Bites:** If your pet bites or scratches someone, contact the Fort Carson VTF immediately at 526-3803. An animal that has bitten or scratched someone will be examined at the VTF and placed on quarantine at home or at the VTF for a 10-day period. When the owner of an animal that has been involved in a bite/scratch incident is contacted by the Military Police or by the VTF personnel, the owner is required to transport the animal expeditiously to the VTF for examination.
- **Breeds:** Fort Carson Chain of Command reserves the right to restrict certain breeds from being housed on Fort Carson.
- **Commercial Breeding:** The commercial breeding of any pets including birds, dogs or other animals and kennel type operations are prohibited in the housing area.
- **Exotic Animals Prohibited:** No exotic or farm animals will be kept in the family housing area. Exotic animals are foreign or domestic wildlife, or unusual wild or dangerous reptiles and birds. Examples of exotic animals are falcons, ferrets, monkeys, raccoons, skunks, snakes, pot bellied pigs, hybrid wolves, iguanas and other animals not normal to a household.
- **Females in Heat:** Female dogs and cats will be confined to the resident's quarters area premises during their heat cycles.
- **Food and Water:** Animal owners are required to provide adequate food, water and shelter at all times. Physical abuse of animals is prohibited. Adequate shelter for animals, while subject to varying weather conditions, must provide protection for the animal from rain, snow, sun and wind. A simple dog house may provide adequate shelter if placed in a shady area. If the shelter you provide your pet with is not considered adequate by the VTF you may be cited for animal abuse and be subject to disciplinary actions. The Military Police may apprehend any animal that is suspected of being neglected or abused. Suspected cases of neglect/abuse should be reported to the Military Police at 526-2333.
- **Leash Laws:** All dogs and cats being exercised outdoors on Fort Carson must be on a leash and accompanied by the sponsor or a member of the family old enough to control the pet. Pets observed running loose in housing areas will be picked up by the military police and impounded at the VTF.
- **Limitations:** Residents of family housing are limited to two walking pets per family. Walking pets are considered dogs, cats or other pets that require exercise space. Turtles, birds, hamsters, etc. do not count against this limit; however, there is a reasonable limit on all pets in the household. Farm type animals (livestock, chickens, ducks, rabbits) and all animals not considered domestic pets are not allowed in family quarters on Fort Carson.
- **Lost Animals:** Pet owners who have lost an animal should contact the VTF immediately at 526-3803 to inquire about missing animals. When notified by the Military Police or impounded, animal owners are required to claim their pet expeditiously. Stray animals should be reported to the Military Police at 526-2333.
- **Owner Responsibilities:** It is the responsibility of the sponsor to ensure that pets are controlled in such a manner that they do not become a nuisance or menace. Excessive barking by dogs, and their defecating or urinating on playgrounds and lawn areas within fifty feet of quarters are considered nuisances. Any solid matter excreted by a pet anywhere on Fort Carson will be removed immediately and disposed of by the pet's

owner. Pet owners will also remove fecal material from their own quarters yard on a daily basis. The military police may apprehend any animal that is suspected of being a nuisance.

- Owners have full responsibility and liability for the conduct of their pets. This includes full restitution for any damage to yards, quarters, etc., or hospital bills incurred as a result of injuries inflicted upon other residents' pets which occur outside the confines of their yard.
- **Registration Requirements:** All dogs and cats must be registered at the Fort Carson VTF within 10 working days of arrival on Fort Carson. Pet owners should bring vaccination certificates and records when reporting for animal registration. Aquarium fish, small caged rodents, and caged birds are exempt from registration requirements.
- **Termination:** FAILURE TO ADHERE TO THE ABOVE POLICY AND REGULATION MAY RESULT IN TERMINATION OF PET PRIVILEGES OR TERMINATION OF YOUR LEASE.
- **Tethering/Caging/Fencing:** Pets, when outside, must be confined to the owner's premises by a cage, or tether which is properly secured to a fixed object other than the exterior of the quarters. Pets will be tied or confined only in the backyard. Tethers will not exceed a length that would allow the pet to roam beyond the border of the owner's yard or sidewalks. Any tether used, however, must be a minimum of ten feet long. All means of restraint will conform to commonly accepted humane practices.
- **Vaccinations:** All dogs and cats must be vaccinated annually against rabies and receive the distemper combination vaccine upon reaching four months of age and then annually thereafter. All dogs and cats maintained on Fort Carson are required to wear a current rabies vaccination tag. The rabies tag must be securely attached to the animal's collar and worn at all times. Distemper vaccinations are also required. Contact the VTF at 526-3803 for more information.
- **Vet Service:** The Fort Carson Vet Treatment Facility is located on the corner of Nelson and Harr in Bldg. 6001. Hours of operation are Monday-Friday 0730-1200 and 1300-1600. The clinic is operated on an appointment-only basis. Call 526-3803 for more information.

Failure to comply with these provisions may result in the termination of your lease.

44. PETROLEUM OIL LUBRICANTS (POL)

No POL of any kind should be changed in any vehicle component within the housing area.

- One quart of motor oil, when completely dispersed, can contaminate as much as two million gallons of drinking water. Oil disposed of on the ground can be toxic to plants and animals. If motor oil is disposed of down the drain in housing areas, it can disrupt the biological processes at the Fort Carson sewage treatment plant and contaminate Fountain Creek and beyond. Antifreeze is extremely toxic to pets and wildlife and should never be disposed of on land or water.
- POL must not be disposed of in trash containers, sinks, storm drains or on the ground. Do-it-yourselfers should collect used motor oil and take it to a local service station or center that recycles it. The Fort Carson Auto Craft Shop recycles used oil if it is changed at their facility.

- Antifreeze will be disposed of properly, not flushed down the toilet. Do not dump antifreeze down the sink, tub or storm drain because of the potential for contaminating food and drinking water. Antifreeze may be disposed of by recycling it at the Auto Craft Shop.
- Report POL spills to FCFH Service Desk.

45. PLAYGROUNDS

- The streets and your neighbors' yards should not be used as your child's playground. The are playgrounds in each housing area.
- Playground equipment swings, slides, etc. are fixed in place and are not to be removed, relocated, changed, or altered. No personal equipment will be installed in the playgrounds. In the event of mistreatment of or damage to any playground or village equipment by themselves or any other resident of their housing unit, tenants will be held financially responsible and will receive a notice of violation. Tenants and/or the offending resident of their housing unit may also be subject to disciplinary or criminal action, termination of their lease, and/or have their access to Fort Carson denied or limited.
- Clean up playgrounds after each use. Do not litter or leave trash; and please, no bottles or other breakables.

46. PORCHES

Alterations to porches and/or carports are not authorized. Patio furniture or other outdoor items may be temporarily placed on porches for storage. Porches will not be used as storage areas for other items.

47. PORTABLE HEATERS

Open coil heaters are PROHIBITED. DO NOT place portable heaters near combustible or flammable type materials. DO NOT block exits with portable heaters.

48. PREVENTIVE MAINTENANCE

Residents of Family Housing are responsible for those preventive maintenance measures, repairs, and general upkeep that the average homeowner could reasonably be expected to carry out. These responsibilities begin with initial occupancy and continue until residents vacate quarters.

49. RECYCLE

The Installation Recycle Center is located near Gate 3 in Bldg. T-155. Deliveries are accepted during published operating hours. There are also drop-off containers located throughout the post and outside the Recycle Center gate for after hour deposits. Recyclables currently collected by the Fort Carson program are paper products such as cardboard, white paper, colored paper, computer paper and cards and newspaper. (Almost half of all municipal solid waste is paper)

The Center also collects aluminum cans. Businesses located in the surrounding area recycle plastic, glass, tin cans and other metals such as copper and brass. Until Fort Carson expands its recycle program to include these materials, residents are encouraged to recycle them locally. The proceeds from the program are returned to the Installation for environmental, energy conservation and safety projects. For more information, call the Recycle Center at 526-5898 or the Recycle Manager at 526-3127.

50. REFUSE COLLECTION

Refuse is collected once a week. Residents will be informed of the schedule for their area at the initial quarters assignment inspection. Questions concerning refuse pickup should be directed to FCFH at 579-9008.

- Wet refuse and kitchen waste should be securely wrapped prior to placement in refuse container.
- Leaf and grass clippings should be placed in sealed plastic bags inside or outside the refuse containers. Areas around refuse containers must be maintained in a high state of cleanliness at all times.
- Residents who desire to use the Fort Carson Construction Debris Collection Area to dump authorized waste should report to FCFH at Building 6275, Mekong Street and Woodfill Road. Authorized waste examples include old furniture, wood and lumber.
- Large items that exceed the capability of the refuse collector, such as old furniture, appliances, etc., can be collected by the bulk pickup detail. To have these items picked up, call 526-5105.
- Refuse and recycle receptacles should be placed on the street in front of your quarters on the day of collection not later than 0700, and returned to storage area as soon as possible after being dumped on the day of collection, but not later than 2100 hours that day. Receptacles should not be placed on the street the night prior to scheduled pickup.
- Receptacles should be maintained in a clean and functional state at all times.
- Receptacles must be kept in the rear or on the side of the quarters and in the designated area if one exists.
- The contractor will replace refuse receptacles if they become unserviceable through fair wear and tear. Housing residents will be held liable for containers if they are damaged beyond fair wear and tear, or if they are lost.
- No refuse container, bag, or receptacle weighing more than 50 pounds will be emptied by the contractor. Containers deemed to weigh more than this amount will be left untouched and the responsibility for removal will remain with the resident.
- Refuse collection schedule:
 - Monday Quarters 4302 through 4350; and 4400 through 4576
 - Tuesday: Quarters 4600 through 4928, 5540 through 5569
 - Wednesday: Quarters 5500 through 5539, 5600 through 5731
 - Thursday: Quarters 5800 through 5938
 - Friday: Quarters 7000 - 7288, 1 - 27, 1919
 - *If a holiday falls on trash collection day, the trash will be collected on the next regular working day. If you have questions on trash collection, call FCFH Service Desk.*

- When recycle bins/trash carts are missing due to windstorms or being stolen, the resident must report such loss to FCFH Service Desk.

51. SELF-HELP

- Fort Carson Family Housing maintains a staff of maintenance and repair professionals. FCFH maintains a small self help warehouse in Building 6271 for the use of residents in maintaining their assigned residence. If something requires repair or attention please contact the service call desk for scheduling.
- Residents are expected to perform simple self-help tasks. Examples of self-help that should be accomplished by Resident are bringing broken storm window inserts and torn screens to Building 6271; controlling ants, roaches, and other household pests; replacing light bulbs, and other similar work to maintain quarters in a proper state of repair and maintenance. Some parts and supplies are available from Self-Help store, Bldg. 6271.

52. SOLICITATION

Information and processing of requests by commercial activities must be initiated through the Directorate of Community Activities (DCA), Personnel Services Assistant at 526-0437. AR 210-7 governs commercial solicitation on a military installation. If you have someone at your door soliciting, ask them for their permit. If they don't have one, call the MPs at 526-2333. The one exception to this rule is children that live in the same general part of the housing area may solicit for non-profit groups i.e., schools or scouting groups.

53. STORAGE SHEDS

Only one storage shed is allowed per unit.

54. STORAGE SHEDS – RESIDENT INSTALLED

- Permission to emplace a storage shed must be submitted FCFH Leasing Office. Construction may not start until approval is granted. Storage sheds will be located in the rear yard only.
- The shed may be no larger than 10' x 10', pre-painted (paint will coordinate with housing area's color scheme) non-corrosive vinyl, metal or wood; commercial product with strength suitable to withstand ice, snow, and wind load conditions; and anchored to ground. Electric lines will not be run to storage sheds and they will not be heated. Nothing will be placed on top of shed. Satellite dishes may not be placed on sheds.
- Residents are liable for any damage or injury caused by the structure. Sheds must either be turned over to the next resident by way of a written acknowledgement and acceptance letter signed by the incoming resident or be removed with the bare ground beneath the shed repaired with sod or grass growing, at resident's cost, prior to clearing housing.

55. STORAGE OF NON-ELECTRIC POWERED TOOLS OR VEHICLES

Chain saws, grass trimmers, go carts and other tools, toys or vehicles powered by gas, propane or other types of fuels must not be stored in the quarters.

56. STRAY ANIMALS

Stray dogs and cats should be reported to the Military Police at 526-2333.

57. SUBLETTING

Personnel assigned to family residences are not permitted to sublet or receive reimbursement for shelter from other persons who live in the residences. Only lease holder and dependents are allowed to occupy the premises.

58. SURGE PROTECTORS

The power provided to FCFH by Fort Carson has the tendency to fluctuate between 110 and 126 Volts. This can cause damage to electronic components. Residents are advised to use surge protectors to protect electronic equipment (stereos, TVs, typewriters, computers, etc.) from damage caused by voltage fluctuations. It is the resident's responsibility to purchase surge protectors. FCFH is not responsible for damage to appliances or equipment due to high or low voltage or power fluctuations. Light bulbs rated up to 130 Volts are recommended for us since they handle the fluctuations and last longer without increased cost.

59. SWIMMING POOLS:

- Given the family nature of our housing, use of small well – maintained swimming pools are authorized. Due to the small yard size and damage to grass, pools greater than 10 feet in diameter and 2 feet in depth are prohibited. Following use of the pool, yards will be returned to their original condition and any damaged grass will be reseeded. Seed is available at Self-Help.
- Due to safety concerns, swimming will only be located in the backyards and will be emptied when not in supervised use.

60. TRAMPOLINES

- Given the family nature of our housing, use of trampolines are authorized. Due to the small yard size and damage to grass, trampolines are limited to 10 feet in diameter. Following use of the trampolines, yards will be returned to their original condition and any damaged grass will be reseeded. Seed is available at Self-Help.
- Due to safety concerns, trampolines will only be located in the backyards.

61. TV -- CABLE

- Cable TV outlets have been installed in each set of quarters at Fort Carson.
- Resident desiring CATV service may contract with Charter Communications at 576-7404 to have jacks activated. Charter Communications is a private corporation and not an instrumentality of the Federal Government. If cable TV service is desired, residents must use Charter Communications for TV support.

62. TV – SATELLITE SYSTEMS

- Satellite Systems are authorized at Fort Carson. Satellite dishes not larger than one meter in width may be approved for installation. However, in order to ensure installation does not damage housing units or detract from the appearance of the unit or the community, Fort Carson Family Housing (FCFH) must approve satellite dish installation. Submit the authorization form (page G-1) to the FCFH Leasing Office.
- Satellite dishes may be on a mounted separate pole in the backyard or on a pole on the side/back of the quarters. Dishes may not be mounted on quarters or sheds. Antennas must be mounted on a separate pole in the backyard or the side of the quarters. The antenna or satellite dish and its supports must be constructed of rust proof materials and placed away from any electrical power lines. They will not be mounted on any roof, clothesline pole, false chimney, vent pipe, or attached to any part of the gutter. Any satellite dish must be removed prior to termination of quarters.
- Satellite dishes must be removed prior to termination of quarters and any damage resulting from the installation repaired. Residents are liable for any damage or injury that may be caused by their satellite dish. Any audio or visual interference caused by the antenna must be corrected.
- As the television cable infrastructure is installed, maintained and owned by Charter Communications, satellite systems may not connect into the home's cable television system. Charter Communications reserves the right to remove

63. VEHICLES

- **Residents are allowed up to two operable, registered and licensed vehicles** in any housing area.
- **Inoperable, unregistered, unlicensed or abandoned vehicles** will be towed away, with towing cost paid by the owner. An abandoned vehicle is defined as one that is left unattended for over 30 days.
- **Insurance:** Owners of motor vehicles are required by state law and military regulations to maintain liability insurance on their vehicle at all times. To protect vehicles against theft and damage caused by vandalism, severe weather, or hit and run accidents, owners should maintain comprehensive and collision coverage. Insurance coverage should meet or exceed Colorado State Law.
- **Go Carts:** Go carts or other gas or electric powered toy cars or vehicles will not be used on Fort Carson roads.

- **Parking**

- Vehicles should be parked in authorized parking areas. Residents will park their vehicles in assigned parking space for each housing unit. Visitors and additional vehicles may be parked in unassigned, available spaces.
- Vehicles should not be parked on any grassed/seeded area. This applies during all seasons.
- On-street parking is authorized where designated. Vehicles must not impede the normal traffic flow, or block fire lanes. Residents should note that parking might not be permitted on both sides of the street.
- To allow full use of the neighborhood's sidewalks by pedestrians and children riding bicycles, scooters and rollerskating and so on, as well as minimizing the potential to damage vehicles; vehicles will not be parked on or across sidewalks. For example, if parked in a driveway, the vehicle will not cross a line extending from sidewalk to sidewalk. If parked along the curb, the vehicle wheels will be clear of the sidewalks.

- **Recreational Vehicles**

- Recreational vehicles are self-propelled or towed vehicles designed to be used for recreational rather than for transportation purposes.
- Towed recreational vehicles, utility trailers, unmounted truck camper bodies, self-propelled RV's and boats will not be parked in any housing area except during weekends, or for a 24-hour period before and after use.
- A recreational vehicle/equipment storage facility is located adjacent to Bldg. 6074 and is intended as a storage for Fort Carson active duty military personnel, their families, and retired military personnel who require a place to store equipment such as motor homes, camping trailers, boats/motors, and camper shells/toppers.
- Self-propelled recreational vehicles that are used as a primary means of transportation may be parked in housing areas as long as there is space for the vehicle, and it is indeed used for transportation. Vehicles observed in the housing areas that are not moved will be subject to citation.
- Recreational vehicles must be stored within 7 days of occupancy of family quarters. Residents may store their vehicles at the Outdoor Recreation Storage Yard. For more information, contact the Outdoor Recreation Branch. If the storage yard is full, contact the Garrison SGM.

- **Registration Requirements:** Fort Carson requires everyone living or working on Fort Carson to have their vehicles registered. Vehicles must be registered and Colorado license tags displayed within 45 days of residency

- **Repair of vehicles**, with the exceptions of tire changes and simple preventive maintenance measures, will not be conducted in housing areas. Repair will be accomplished in the Auto Craft Shop, to include changing oil and other POL fluids. All materials will be properly disposed of; you may not place POL or other vehicle fluids in the trash.

- **Seat Belts/Child Car Seats:** The driver and all passengers must be restrained by a seat belt. Children under 4 years old and weighing under 40 pounds must be in an approved child car seat.

- **Washing:** Vehicle washing is authorized in family housing areas. However, keep in mind that detergents, small amounts of oil and grease and dirt are deposited in the storm

drainage system. These pollutants contaminate water and can plug drains, so that rainwater and snow melt do not drain away properly. Limit the amount of detergent you use and always turn off the water hose when it is not in use. Residents are encouraged to use commercial car washes for extremely dirty or grimy vehicles, since waste water from these facilities is treated to control pollution.

Failure to comply with this policy may result in the termination of your lease.

64. WATERBEDS

Because of structural loading on floors, waterbeds are NOT recommended in family quarters. The very heavy waterbeds could damage floors and cause safety hazards if placed in quarters. However, if your family still desires to have a waterbed you will need to fill out a request form (See Appendix G). We recommend additional renters insurance as you will be liable for any water or structural damage caused by the bed.

65. WEAPONS

All privately owned permitted weapons must be registered with the Provost Marshal's Office within three working days.

- E4 & Below: All soldiers in the grade of E4 and below must have their Commander's authorization in writing to store privately owned permitted weapons in their residences. Their Commander should review this authorization yearly.
- E5 & Above: Soldiers in the grade of E5 and above may store their privately owned permitted weapons in their residences.

66. WEEDS IN LAWN

Weed control in lawns is the resident's responsibility. Weed and Feed is available from Self-Help Store (Bldg 7201)

67. WILDLIFE/NUISANCE ANIMALS

Quarters are situated among natural areas. Wildlife visitors are a common occurrence; enjoy them. Do not attempt to control birds nesting on or visiting your quarters. With few exceptions, birds are protected by State, Federal or International laws. Unauthorized destruction of birds or their nests could result in fines or other legal action. Call Pest Control at 526-5141 if birds become a problem. Coyotes are frequently seen hunting for rodents, their normal food. Do not leave pet food or small pets out at night. These will attract coyotes to your quarters. Contact the Fish and Wildlife Branch at 576-8074/8075 for more information.

68. YARD DECORATIONS

Decorative ornaments may be used in yards, providing they present no safety hazards to children and are in good taste and meet commonly acceptable community norms.

Chapter 4 CLEARING QUARTERS POLICIES

1. General Policies

a. You have to agreed to provide *written* notification of your anticipated departure at the earliest possible date; but no later than 30 days prior to departure or you may be held financially liable. (See Appendix G for 30-day notice form).

b. Pre-termination and final inspections must be scheduled with the Leasing Office at 1833 Woodfill Rd (currently marked as 7301 Woodfill Road), in person.

c. Your housing consultant will conduct a pre-termination inspection with the sponsor on the date and time scheduled. The housing consultant will inspection your house, assess damages, and let you know if your house will be renovated or not.

1) One copy of the housing inspection checklist, will be given to the sponsor to accomplish listed self-help maintenance. Sample of the housing checklist is at Appendix G.

2) One copy of the housing inspection checklist remains with the inspector for use at final inspection.

3) If your house will be renovated, you must complete the cleaning requirements in paragraph 8 below; otherwise you must complete the requirements in paragraph 9 below.

4) The Housing Consultant will provide sponsor with the requirements for final clearance of quarters during the pre-termination inspection.

2. Final Inspection

a. Leaseholders will be present at the time of the final quarters inspection, unless the Leasing Office has granted prior approval for the leaseholder to be absent.

b. All personal property must be out of quarters at the time of the final inspection. All hand-receipted property must be in quarters or accounted for prior to final inspection.

c. Quarters will be in good condition for a new resident to move in.

d. Termination orders will not be issued until after the quarters are cleared by the Housing Consultant. The Housing Consultant will not clear a resident until the quarters are thoroughly cleaned, or the resident has paid for the cleaning contractor to complete required cleaning.

e. There is no requirement to hire the contract cleaning company. The standards are identical, whether the resident or the contract cleaning company cleans quarters.

f. You will not clear Housing until all financial obligations are paid in full. This includes, but is not limited to, any outstanding rents, damages, maintenance or Non-Sufficient Funds fees.

3. Re-Inspection

Residents requiring a re-inspection will call the Leasing Office (226-2268) and reschedule no sooner than 4 hours later the same day. If there is no open schedule time that same day, re-inspection of the quarters will be conducted the next available day.

4. Liability For Damage Or Loss

Resident may be held pecuniary liable for damage to quarters, quarters area and loss or damage to appliances and equipment, resulting from acts of negligence or abuse. This liability includes damage and stains caused by pets, damage done by marking on walls, carports, or attaching such items as nails, contact paper, hooks, shelves, or stick-ons to walls, floors, fixtures or appliances.

a. Fort Carson installation clearance papers will not be stamped until reimbursement has been made in full to cover costs of damages or losses.

b. When residents do not clean family quarters, the quarters will be cleaned by a contract cleaning company and must be paid in full prior to final inspection.

c. Residents will be given only three chances to properly clean quarters. After the third failure, the keys to quarters will be turned over to the housing inspector. Damages and cleaning charges may be assessed at that time, and the resident must pay before clearing quarters.

d. Failure to be present at a designated final inspection will be considered as a failure.

e. Clearance papers will not be stamped until the quarters pass the final inspection.

5. Paying For Damages

Residents may pay for damages by credit card, certified check or money order made payable to "Fort Carson Family Housing". The FCFH Project Director will review request for relief for release from liability for damages.

6. Keys

Residents will have all keys available for which they have been charged on the quarters hand receipt. Inspectors will ensure all keys are available at the start of the termination inspection. Should there be a shortage of one or more keys, the resident will be charged \$50.00 for replacement of all locks. The fee will vary depending on the current replacement and labor costs for your particular housing area.

7. Carpet

Carpeting must be professionally cleaned.

8. Cleaning Quarters When Terminating

a. Our Operations and Maintenance Subcontractor has subcontracted with local small businesses to clean quarters at reasonable rates. Rates are on the current cleaning form (see Appendix G Forms).

b. You have three options for cleaning your quarters:

1) The resident can clean the quarters himself/herself.

2) The resident can hire his/her own cleaning team.

3) The resident can pay for the Fort Carson Family Housing subcontractor to clean the quarters, at the rates indicated on the current cleaning contract (see Appendix G).

c. Of course, you must meet minimal cleaning standards (such as removing food residue and built-up grease from the stove and refrigerator), clean the yard, etc., but paying the subcontractor will eliminate much work, as well as the concern that you might not pass your final inspection.

d. This program was set up to make it easier and less costly for soldiers to clear quarters.

9. Clearing Requirements for a Home Scheduled to be Renovated

a. Interior and exterior must be left trash free and all personal belongings removed prior to inspection date/time.

b. All crayon marks, soils, cobwebs, grease, excessive dirt, nails, tape and any other foreign objects must be removed from the walls, ceilings, closets, window ledges, and storage sheds throughout the entire home. This includes both interior and exterior areas.

c. Heat registers must be cleaned (free of any debris).

d. Floors are swept clean of debris and/or excessive dirt (Including stairs).

e. Cabinets and drawers in the kitchen and bathrooms free from any personal belongings or trash.

f. Bathtub is to be free from any personal belongings or trash.

g. Furnace/Water Heater: N/A.

h. All screens are to be free of soils.

i. Carport/Parking Space: All personal items removed and area free of all excessive soils and automotive fluids.

j. Lawn must be left trash free, mowed, raked, trimmed and edged. All animal feces must be removed and weeds must be pulled. (The resident must repair any damage to the landscaping including grass, bushes or trees. If sod is replaced to correct damage it must be rooted into the soil before final inspection.)

k. Bushes and/or trees located in the front or rear of the home must be trimmed and shaped.

l. Trashcan is empty and scrubbed clean.

m. Depending on the condition of your appliances, you may or may not be required to complete the following (your housing consultant will tell you at the pre-termination inspection):

1) Refrigerator interior clean of all food, stains, marks, etc., (including shelves, crisper, butter container, seal, etc.)

2) Refrigerator exterior clean, to include door handles, door gaskets, front and back coils and drip pan.

3) Freezer is completely defrosted.

4) Range/Stove has all food, grease, marks and cleaning solutions removed from the burners, oven racks, broiler drawers, control knobs, top burner, oven, oven door, and broiler pan/cover.

5) Exterior of oven is clean and free of all marks, stains, grease, food, etc.

6) Dishwashers interior (including dish racks, gaskets, filter, door hinged areas) are clean of all food grease, marks, etc.

7) Dishwasher exterior is clean and streak free.

10. Cleaning/Clearing Criteria for Homes NOT Going into Renovation

Interior

A. KITCHEN
Cabinet/Drawers:
a. Is the shelf paper and glue removed?
b. Are interior, exterior, and tops clean?
c. Exterior cabinets and drawers polished?
NOTE: Kitchen cabinets must be washed thoroughly. Food particles, grease spots and watermarks must be removed. Surfaces must be rinsed well to remove all grease and marks.
Countertops:
Clean and free of stains?
NOTE: Sinks and countertops. The sinks will be cleaned and all marks removed (including drain board). Countertops shall be cleaned and dirt buildup will be removed around the chrome edges.
Sink/Faucet:
a. Soap film, stains, mineral deposits and water spots removed from chrome fixtures?
b. Is chrome highly shined?
NOTE: Do not use drain cleaners.
Refrigerator:
a. Is the refrigerator defrosted completely?
b. Is the interior clean of all food, stains, marks, (including shelves, crisper, butter container, etc.)?
c. Is exterior clean, to include door handles, door gaskets, front and back coils, and drip pan?
NOTE: Refrigerators will be thoroughly cleaned inside and out, to include all parts, trays, and rubber gaskets. After defrosting and cleaning, refrigerator will be left running with the thermostat set at the lowest setting and the door closed. Do not use sharp objects to remove ice or frost buildup.
Range/Microwave:
a. Has all food, grease, marks, etc., been removed from the burners, oven racks, broiler drawers, control knobs, top burner, oven, oven door, and broiler pan/cover?
b. Is exterior of appliance clean and buffed free of all marks, stains, grease, food?
c. Are backsides of appliance clean?
d. Is the floor under the range clean?
NOTE: Ranges and hoods will be cleaned. Grease and carbon must be removed from tops, ovens, broiler pans, shelves, and doors. Ranges equipped with flexible gas hoses will be moved and cleaned behind and underneath. All dust and lint will be removed. All carbon that will not come off with a good oven cleaner should be scraped off with dry steel wool. Be careful not to scar the surfaces. Burner grates must be cleaned with dry steel wool.

Kitchen Fan
a. All outside areas will be cleaned. The kitchen fan exterior may be easily removed by unscrewing the center portion or two side screws. The interior of the kitchen fan must be unplugged, cleaned, and replugged. The filter and outer portion of the fan may be easily cleaned by soaking about 20 minutes in warm sudsy water and brushing well with an old toothbrush. Thoroughly rinse, dry, and place on sink counter for inspection. DO NOT immerse the inner portion of the fan, the part with the motor, into the water.
Walls/Ceilings/ Woodwork/Baseboards
<p>a. Have all crayon marks, fingerprints, cobwebs, scuff marks, soap film, grease, dirt, and dust been removed?</p> <p>b. All woodwork should be cleaned and left in a dry condition. Cleaning instructions for woodwork is the same as for the walls. All doors, if taken down, will be re-hung.</p> <p>c. All ledges over doors, windows, closets, cabinets, and door tops must be wiped clean with a damp cloth to remove grease settlements and dust.</p> <p>d. Remove cobwebs from corners of ceilings, including basements and porches, where applicable. All Pest control services must be accomplished prior to pickup of household items and final termination.</p>
NOTE: All walls will be cleaned of all marks, grease spots, fingerprints, food, dust, etc. Any leading cleanser will do. For difficult marks, a powdered cleanser watered down and used lightly will aid in cleaning. Be sure to rinse off film afterwards. All hangers and nails in all woodwork or wall surfaces will be removed. If a claw hammer must be used to pull the nail, a block of wood placed between the head of the hammer and the surface from which the nail is to be pulled will prevent wall damage. Cup holders, towel racks, etc., that are properly installed, may be left, providing the resident relinquishes rights thereto. DO NOT FILL NAIL HOLES. Ceilings in kitchen and bathrooms are to be washed and free of grease and stains.
Switch/Outlet Plates
Are the switches and outlet plates clean of any black marks, fingerprints, soils or grease?
NOTE: Remove outlet plates prior to cleaning.
Light Shades/Globes
a. Are all the light shades and globes clean and streak free?
b. Have all burned out light bulbs been replaced?
NOTE: All light fixtures will be wiped clean including globes and shades.
Floors/Stairs
a. Are floors clean of old wax, marks, dirt, and scuffs?
b. Have all floors (hardwood, linoleum, or asphalt tile) been waxed to a streak-free shine?
c. Are floors clean under the range and refrigerator?
NOTE: All floors should be cleaned, to include areas under refrigerator, furniture, and moveable cabinets. All marks, such as furniture marks, etc. can be easily removed with plain fine steel wool dipped in cleaner. Government installed wall-to-wall carpet will be cleaned to professional standards. All stains, water spots, etc., will be removed. Wet carpets will not be cleared by the inspector. Excessive amounts of water should not be used because seepage will occur, damaging the floors.

B. <u>BATHROOM:</u>
Walls/Ceilings/Woodwork/Baseboards
a. Have all crayon marks, fingerprints, cobwebs, scuff marks, soap film, grease and mildew been removed?
b. Has caulking been restored to original condition?
Ceramic Walls
a. Have ceramic walls been cleaned and polished, removing all spots, streaks, soap film, and mildew?
Medicine Cabinet/Vanity
Have all soils and sediments been removed from Inside and out?
Mirror
Is mirror clean and polished?
Light Shades/Globes:
a. Are all the light shades and globes clean and streak free?
b. Have all burned out light bulbs been replaced?
Lavatory/Bathtub
Have all streaks, smudges, mildew, and soap film been removed?
NOTE: Bathtubs, sinks, commodes, water closets, and all bathroom tile must be clean of soap film, dirt, and marks. Drain stoppers will be removed and cleaned. All medicine cabinet surfaces (ledge shelves, shelf holders, mirrors, etc.) must be cleaned.
Plumbing Fixtures
a. Are plumbing fixtures free of soap film, mildew rust, lime deposits, and water spots?
b. Have all plumbing fixtures been polished?
c. Have all hair and foreign debris been removed from drain plugs?
d. Have the plumbing fixtures under the sink been cleaned and polished?
C. <u>DINING ROOM/LIVING ROOM/BEDROOMS</u>
Closets:
a. Are closets free of cobwebs, crayon marks, fingerprints, scuff marks, and hanger marks?
b. Are shelf tops and undersides clean?
c. Are doors free of marks, dirt, crayon, etc.?
d. Is the clothes rod clean?
NOTE: Closets, including hangers, shelves, and walls will be wiped clean with a damp cloth

Walls/Ceiling/Woodwork/Baseboards
Have all crayon marks, fingerprints, dust, cobwebs, scuff marks, grease, and mildew been removed?
Drapes
Are drapes cleaned, laundered, pleated, and rehung?
NOTE: Government curtains, draperies, and window and door blinds will be left clean and hanging properly. If drapes are not serviceable, you must show them to the inspectors while they are hung. This must be done during the pre-inspection.
Drapery Rods
Are rods clean of dust, grease, cobwebs, etc.?
Light Shades/Globes
a. Are all the light shades and globes clean and streak free?
b. Have all burned out light bulbs been replaced?
Switch/Outlet Plates
Are the switch and outlet plates clean of any black marks, fingerprints, soils or grease?
NOTE: Remove outlet plates prior to cleaning
Ledges/Baseboards
Have all scuff marks, dust, soils, crayon marks, and dirt been removed?
Doors
a. Have all fingerprints, crayon marks, soils, etc. been removed?
b. Have broken, damaged, or missing door stops been replaced?
c. Are door tops clean?
Window/Storm Windows
a. Are window sills clean?
b. Are window tracks clean?
c. Are window/storm windows clean inside and out with no streaks?
NOTE: All windows will be washed on both sides. All screens should be cleaned (swept) and rehung.
Heat Registers
a. Is the inside cleaned out?
b. Are all of the heat ducts clean (all foreign debris removed)?
Floors
a. Are floors clean of old wax, marks, dirt, and scuffs?
b. Have all floors (hardwood, linoleum, asphalt tile) been waxed and are they streak free?
c. Are corners of walls clean?

d. Are carpets vacuumed and cleaned?
NOTE: Excessive amounts of water should not be used or seepage will occur, damaging the floors.
Furniture (DO WE STILL NEED THIS SECTION?)
a. Are the chairs, headboards, desks, tables, TV stand, to include the legs, all free of dust?
b. Are all lamp bases, shades, and bulbs dust free?
c. Are all mirrors clean and streak free?
d. Is the upholstery vacuumed and free of all stains and foreign debris?
e. Are mattress and box spring vacuumed and free of all foreign debris?
f. Are all drawers free of dust and foreign debris?
g. Are all light bulbs working?
Linen
a. Are all towels clean?
b. Are the mattress pads cleaned?
c. Are the sheets cleaned?
d. Are the bedspreads clean?
e. Are all of the above mentioned items folded and on the foot of the bed?

EXTERIOR

Window Wells
Have all trash, rocks, and leaves been removed?
NOTE: Outside of window sills, at picture and kitchen windows, will be brushed and cleaned. Crawl spaces, parking spaces, carports and garages will be clean and free of grease.
Windows/Window Screens
a. Are exterior windows clean and free of streaks?
b. Are the screens free of dust and soils?
c. Have screens been repaired or replaced prior to clearing quarters?
Patio/Storm/Screen Doors
a. Have all marks, fingerprints, crayon, soils, etc. been removed?
b. Are the door kick panels clean?
Threshold
a. Is it free of all black marks and soils?
Exterior Walls
Have all foreign debris (scuff marks, crayon marks, dust, cobwebs, soils, etc.) been removed?
NOTE: All dirt, cobwebs, markings, and nails will be removed from exterior of house. Residents will be held responsible for damage exceeding fair wear and tear. Examples of such items are unauthorized painting by the resident, broken windows, damage caused by either

installing/removing radio/TV antennas, satellite dishes or damaged flooring, pet damage to lawns or fences, etc.
Storage Sheds
a. Have all personal items and debris been removed?
b. Is the interior and exterior free of soils, crayon marks, scuff marks, dust, cobwebs, etc.
c. Has the brown trim, 4400-4500-4600, been painted?
d. Has the shed been painted when needed?
NOTE: Privately owned storage buildings, satellite dishes, antennas, dog houses, kennels and fences will be removed; all approved resident owned antenna and lead-in-wiring will be removed. Fencing and posts will be removed prior to the ground freezing to preclude leaving them in place due to freeze-in. Grass will be established and growing prior to the final inspection.
Garage/Carport/Parking Space
a. Have all personal items been removed?
b. Is the driveway/parking space free of all soils and automotive fluids?
Lawn/Flower Beds/Outside Area
a. Is the lawn mowed, raked, trimmed, and edged?
b. Have all debris (paper, leaves, dead plants, etc.) and animal feces from outside areas been removed?
c. Have damages been repaired and is grass growing in repaired areas?
NOTE: Grass around quarters must be cut, bushes trimmed, leaves raked, and yard policed and neat, to include patio and walks. Grassed areas that have become worn due to pedestrian traffic or pets, will be raked and reseeded well in advance of termination so that the grass will be growing and maintained. Lawns damaged by pets must be repaired. This may be done by tilling and seeding, or by sod replacement. During winter, all sidewalks and driveways will be cleaned of snow and ice.
Trash Can:
a. Is can empty and scrubbed clean?

Chapter 5 CITATION POLICY

1. Your Obligations

By signing your lease, you, and those who live in your housing unit with you, have agreed to abide by its terms, including the provisions of this Resident Guide. As a soldier, you are also required to comply with all applicable laws, regulations, policy letters and orders. Civilians who reside with you are also subject to both the terms of your lease and this Resident Guide and applicable laws and regulations while on Fort Carson. Civilian residents of your housing unit are subject to criminal prosecution for violation of applicable laws or regulations such as vandalism or theft. As a result of these violations, Fort Carson command authorities may also deny or limit access to Fort Carson of the violators. These violations may also be considered a breach of your lease, resulting in our terminating it.

2. Enforcement Authorities

a. We, as your landlord, may issue notices to you of violations of your obligations under your lease or this Resident Guide such as failure to maintain your yard properly, maintaining unsanitary conditions or causing damage to the interior of the quarters. These violations may, at our discretion, result in termination of your lease.

b. Fort Carson command authorities may take administrative or disciplinary actions against soldiers violating applicable laws, regulations, or orders such as creating a disturbance in the housing areas, traffic or parking violations, or more serious crimes. These violations may also be considered a breach of your lease, resulting in our terminating it.

3. Notice of Violations

a. We, as your landlord, may issue notices for violations of your obligations under your lease or this Resident Guide. For more serious violations, we may terminate your lease without previously issuing notices of violations.

b. Fort Carson command authorities may likewise choose to issue citations and warning letters or take more serious action, depending on the severity of the violation and the number, if any, of previous violations.

c. The Command citation policy is as follows:

- (1) Three citations and resident will receive 1st Warning Letter.
- (2) Two citations after 1st Warning Letter, resident will receive 2d Warning Letter.
- (3) One citation after 2d Warning Letter, resident will receive a Final Warning Letter or possible Termination of quarters.
- (4) Blatant disregard for the rules and regulations of Fort Carson by any member of the family, regardless of the number of warnings previously received, is grounds for termination of the privilege to live on Fort Carson.

4. Pet Impoundments

Pet impoundments are considered citations and will be treated as follows:

1st impoundment, the owner will receive 1st Warning Letter.

2d impoundment, the owner will receive 2d and Final Warning Letter.

3d impoundment, the owner will receive a Letter of Termination or Removal of Pet from Installation.

Chapter 6 FAMILY MEMBER POLICIES

1. Responsibility for Family Members

a. Military sponsors are responsible for the safeguarding and control of all family members. Sponsors will ensure that children do not enter any off-limits area, or areas that could be dangerous to the life or health of the child. While in their own residence area, sponsors will exercise all necessary care to prevent damage to property and injury to residents. All potentially dangerous items, such as matches, drugs, poisonous materials, flammable materials, etc., will be kept out of the reach of children at all times.

b. Sponsors should be judicious in their choice of childcare providers and ascertain that the provider has sufficient maturity and sense of responsibility to properly care for children. **See the INSTALLATION HOME ALONE/CURFEW POLICY below.**

c. All child care providers, whether attending younger children in their own or another family's quarters, will be at least 12 years of age and must be certified by the American Red Cross Babysitting Course through the Child Youth Services Center.

d. Sponsors will ensure that their children respect and do not damage private property. Fireworks, air rifles, pellet guns, and all firearms will not be discharged anywhere within family housing areas.

e. All Fort Carson residents are required to wear helmets for bike riding, in accordance with Fort Carson Regulation 190-5. Helmets and pads for inline skating and skateboarding are strongly encouraged.

2. Juvenile Curfew Policy

a. The need for increased parental control over juvenile family members to ensure their safety, protection, and conduct, as well as the need to protect members of the Fort Carson Community from the misconduct caused by unsupervised juveniles, requires the imposition of an installation-wide curfew for unmarried family members under the age of 18.

b. Unmarried civilians under 18 years of age will not be in a public place on Fort Carson during the following hours:

c. Sunday through Thursday, 2200-0600 the following morning (Monday through Friday, respectively).

d. Friday and Saturday, 2400-0600 the following morning (Saturday and Sunday, respectively).

e. For the purpose of this policy, a "public place" is any location other than one's own living quarters and yard or the quarters and yard where one is an invited guest.

f. There is no curfew violation if, at the time in question, the minor was in a public place during established "curfew hours" but was:

- 1) Accompanied by a parent or legal guardian.
- 2) Accompanied by an adult at least 21 years old (with parental/guardian permission).
- 3) Attending a school, religious, government-sponsored or work activity. This includes travel directly to and from employment, travel during employment (newspaper carriers), or picking up and dropping off of family childcare providers.
- 4) In a public place as a result of parental direction or to make an emergency errand (e.g., seeking medical assistance at Evans Army Community Hospital).
- 5) Travel directly from on-post quarters to a location off Fort Carson or from a location off Fort Carson directly to on-post quarters.

g. This policy will be strictly enforced. Parents and guardians who knowingly allow their family member or civilian juvenile to violate the curfew policy or who fail to prevent their juvenile family members from violating the policy, are subject to appropriate sanctions including, but not limited to, military administrative or disciplinary action, civilian prosecution, or termination of your lease. Juvenile family members who violate this policy may be referred to the Fort Carson Juvenile Review Board and/or the Juvenile Division of the 4th Judicial District Attorney's Office for appropriate action.

3. Installation Home Alone/Curfew Policy, Memorandum dated 1 July 2001 (next page).



DEPARTMENT OF THE ARMY
HEADQUARTERS, FORT CARSON
OFFICE OF THE COMMANDING GENERAL
FORT CARSON, COLORADO 80913-5000
COMMANDING GENERAL POLICY FILE
NUMBER
S-14
UPDATE



AFZC-CG

1 JULY 2001

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Installation Home Alone/Curfew Policy

1. References.

- a. Department of Defense Instruction (DODI) 6060.3, School Age Care Programs, 19 Dec 96, NOTAL.
- b. Army Regulation 608-18, The Army Family Advocacy Program, 1 Sep 95, Chapter 3.

2. Purpose. To establish policies and procedures concerning adult supervision of children in U.S. Army, Fort Carson Government Quarters.

3. Applicability. This policy applies to all soldiers and family members living on Fort Carson.

4. Policy.

a. Safeguarding children is a parental responsibility. Supervision is a planned, consistent way to provide on-going care for children. I expect parents to know where their children are and what they are doing at all times. Parents should make appropriate advance provisions for supervision of their children when they are not available and the child is not in school.

b. I fully support AR 608-18, which states in paragraph 7e: "Except as otherwise defined by applicable law; a finding of neglect is usually appropriate in any situation where a child under the age of 10, is left unattended (or left attended by a child under the age of 12) for an inappropriate period of time. A finding of neglect is also appropriate when a child, regardless of age, is left unattended under circumstances involving potential or actual risk to the child's health or safety."

(1) Children: All youth family members residing in Government Quarters.

(2) Responsible Adult: Any person who, in a supervisory role, can be reasonably expected to provide adequately for the child's welfare and safety in all circumstances deemed appropriate.

(3) Supervision of Children. The following standards shall be used to determine whether a parent or responsible adult is in compliance with policy.

(a) Age 0 - 5 years: These children require close supervision and must be under direct control of a parent or parent designee at all times.

(b) Age 6 - 9 years: Children in this age group are permitted to play outside in reasonable proximity to the home unattended, provided a parent is home and can provide responsible supervision. Working parents are encouraged to enroll their children in an appropriately supervised program: that is a School Age Program (SAP) which operates a before and after school supervised program.

1 September 2002

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(c) Age 10 - 12 years: Children in this age group may be left unattended during the day and in early evenings (not to exceed four hours). Child and Youth Services will offer training on "Home Alone Safety."

(d) Age 13 - 15 years: Children in this age group may be left unattended during the day and in the early evening hours (not to exceed 8 hours). Children this age may also sit younger siblings. The Red Cross Baby-Sitting Course must be taken by all children performing these baby-sitting services in accordance with AR 608-10.

(e) Age 16: Children 16 years and older do not require visible supervision. Children in this age group may be permitted to baby-sit up to eight hours to include overnight care, providing they have completed the Red Cross Baby-Sitting course.

(f) Chronological Age: Should be the minimum basic standard and not the sole determiner of the child's ability to remain home alone. These guidelines should not be used in lieu of common sense and good judgement.

(g) Exceptional Children: The primary factor in determining the propriety of leaving an exceptional child (defined as having special needs per AR 600-75) alone shall be that child's disability. Age shall be a secondary factor.

(h) Post Facilities and Outside Areas: Post facilities (i.e., PX, Commissary, Library, Bowling Center, Youth Centers, etc.) are intended to provide goods and services for a better quality of life for our soldiers and families. Post facilities are not intended to become places for parents to leave children alone and unsupervised. Parents must enroll their children and adolescents in a Child and Youth Services Program. Children ages 0-9 years may not be afforded "Drop-in" service at any Youth Center. Parents are encouraged to enroll children in a supervised school-age child care program. Parents will ensure that children/adolescents only use post facilities for legitimate purposes and conduct themselves in a courteous manner.

c. Neglect. These guidelines are set in an effort to protect our children. Every soldier, employee, and member of the military community is required to report information about known violations of this policy and suspected child abuse to Social Work Service at 526-4585 or the military police at 526-2333. The parent/caregiver will be contacted and a follow-up visit will be made by Social Work Services (SWS). Child and Youth Services is available to assist parents in finding suitable child care either at a Child Development Center (CDC), School-Age Services (SAS) site, or in a certified Family Child Care (FCC) home.

d. Curfews. Unmarried civilians under 18 years of age will not be in a public place on Fort Carson during the following hours:

(1) Sunday through Thursday, 2200-0600 the following morning (Monday through Friday, respectively).

(2) Friday and Saturday, 2400-0600 the following morning (Saturday and Sunday, respectively).

(3) For the purpose of this policy, a "public place" is any location other than one's own living quarters and yard or the quarters and yard where one is an invited guest.

e. Disciplinary Action. Sponsors/spouses, if found to be in violation of this policy will be subject to one or more of the following.

(1) Letter of Warning, stating that future violations will result in more serious actions, and a copy of the letter will be forwarded to the Sponsor's immediate Chain of Command.

(2) Termination of government housing/quarters privileges.

(3) Official report of the incident will be maintained by Fort Carson Social Work Services, and a copy provided to the El Paso Department of Human Services

AFZC-CG

SUBJECT: Installation Home Alone/Curfew Policy

(4) Possible punitive action under the UCMJ and or the Colorado Criminal Code.

5. Enforcement.


a. The Military Police will respond to complaints of violations of this policy. Action taken by Military Police when a child is found unattended is contingent upon the degree of danger in which the child is found. The Military Police will take the following actions when a child is found without the level of supervision directed by this policy.

(1) Safeguard and identify.

(2) Detain and return to parental control.

b. Parents are responsible for ensuring compliance with the minimum home alone policy. Violations of this policy place children "at risk" and may result in actions by agencies including Provost Marshal, Housing Office, Family Advocacy, and Department of Social Work Service, and the Colorado Department of Protective and Regulatory Services, Child Protective Services.

6. Question. Concerns about the Home Alone Policy, should be directed to Army Community Services at 526-4590.


EDWARD SORIANO
Major General, USA
Commanding

DISTRIBUTION:

A



Chapter 7 TERMINATING YOUR LEASE

Please keep in mind that you have signed a lease for your home. You are required to abide by the terms of that lease and this Resident Guide, and your lease may be terminated for any violation of those terms. The following are other *examples* of some of the circumstances under which your lease will be terminated:

1. Upon PCS, ETS or Retirement Of The Sponsor

Pre-inspection and final inspection of quarters is required prior to service members' departure. Prior to PCS of the sponsor, unless PCS orders authorize retention of the quarters under the Deferred Travel or Home Base/Advance Assignment Programs. Pre-inspection and final inspection of quarters is required prior to service member's departure.

2. Sponsor Is No Longer Eligible For The Quarters

If the sponsor is no longer eligible for quarters, the sponsor must terminate and depart within 30 days.

3. Sponsor Or Family Members No Longer Reside In The Quarters

Under normal circumstances, absence of either the sponsor or spouse and children for a period of 45 days or longer is considered a permanent absence. When such a permanent absence exists, your lease will be terminated.

4. Serious Misconduct Of The Sponsor And/Or His Family Members

Serious misconduct of the sponsor and/or his family (e.g. repeated failure to control pets or the accumulation of three or more housing warning citations) may be considered a breach of the lease subjecting it to termination.

5. Voluntary Termination

- Sponsors may request voluntary termination of their lease to move to civilian quarters by notifying the Leasing Office at least 30 days before termination is desired. The move of household goods will be at the expense of the sponsor unless the move is determined to be for the convenience of the Government, i.e. at retirement or upon PCS. Requests for exceptions should be submitted to the Leasing Office well in advance.
- Voluntary terminations will not be normally granted until the initial lease term (typically 12 months) has expired.
- If less than 30 days notice of departure is given, and sufficient justification does not exist, the sponsor may be liable to pay rent for the entire 30-day period or an administrative penalty.

6. Non-Payment of Rent

You are responsible for paying your rent. By signing your lease you agree to allot your BAH to Fort Carson Family Housing, LLC. In those instances where the BAH was NOT allotted to Fort Carson Family Housing, you are responsible for paying the rents due no later than the 5th of the month by certified funds. If rents are not paid by the 5th, you will receive a letter directing that you either bring your account up to date or vacate the quarters. If you do not promptly bring your accounts up to date or vacate your home, FCFH will terminate the lease, pursue civilian court action to recover the amounts due and/or evict you as soon as possible, and refer the matter to the Garrison Commander for appropriate administrative or disciplinary action.

7. Lease/Resident Guide Violations

We expect you to be a good neighbor and that you wish to live near other good neighbors. With very few exceptions, our residents enhance the community. Those exceptions will not be tolerated as they not only detract from the overall appearance of the neighborhood; but also they create an unsafe or undesirable conditions that adversely affects their neighbors' ability to enjoy their homes. Accordingly, we will terminate the lease to protect the community.

Appendix A KEY TELEPHONE NUMBERS

<u>EMERGENCIES</u>	
AMBULANCE	911
EMERGENCY REPAIRS	579-1605
EMERGENCY ROOM	7111
FIRE REPORTING	911
MILITARY POLICE	526-2333

ACS Outreach (Mayors)	526-4590
American Red Cross	526-2311
Army Community Service (Info)	526-4590
Bulk Pick Up	526-5105
C.O.P.S. (Community Oriented Police Station)	526-4889
CDC – West (Full Days & Hourly Care)	524-0151
CDC –Annex (Kindergarten/Pt Care)	526-3372
Chaplain (Main)	526-5209/5279
Charter Communications (Cable TV)	576-7404
Chief, DPW Housing Division	526-7574
Child Development Service (East Full Day)	526-5977
CHIPS	526-5219
Civilian Taxi	634-5000
Claims Office	526-1355
Commissary	526-8819
Complaints (Behavioral)	526-4313
DPW Family Housing Manager	526-5224
FCFH – General Manager, Leasing Division	226-2283
FCFH – Inspections (Pretermination and Final)	226-2268
FCFH – Leasing Manager	226-2338
FCFH – Leasing Office	226-2268
FCFH – Maintenance Service Order Desk	579-1605
FCFH – Pest Control Questions	579-1605
FCFH – Project Director	579-1043
FCFH – Deputy Project Manager	579-1044/491-8026
FCFH – Project Manager, Operations & Maintenance	576-1606
FCFH – Satellite Dish And Antenna Questions	226-2268
FCFH – Trash Pickup Questions	579-1606
Ft. Carson Post Operations Officer	526-5500/3400/5914
Grant Library	526-2350/2842
Housing Liaison NCOs	526-4313
Off-Post Housing Referral Office	526-2322/2323
Post Information	526-5811
Post Locator	526-0227
Post Office	570-5454

Pre-Termination Inspection	226-2268
Provider Chapel (Bldg. 1350)	526-3711/4416
PX – Furniture/Annex	576-6313
PX – Main Store	576-4141
PX – Service Station (Main)	576-6570
Questions	526-4313
Questions About Lease	226-2268
Questions About Personal Property Insurance (Armed Forces Insurance)	226-2268 OR 1-800-255-6792
Self-Help Store	576-6880
Stray Dogs	526-2333
Telephone Service For Existing Homes (Qwest)	1-800-244-1111
Telephone Service For New Homes (SPRINT)	527-0814
Transportation In Bound	524-9298
Transportation Out Bound	526-4196
TRICARE Appointments (Hospital)	264-5000
Weather	526-4400
YA Registration	526-1101
Youth Activities	526-2680/3546/4475

Appendix B HOUSING PROGRAMS

Tab 1 Mayor's Program

1. Time Commitment

The Mayor's position requires a commitment of a minimum of one year, 1 October through 30 September. The election process is generally held in August and September for the following year.

2. Duties

The mayors will perform the following duties under the general supervision of Army Community Service the Outreach Program (AR 608-1,4-3e):

- a. Serve as the principal community liaison and leader to develop and implement recreational/social activities, community assistance projects, and activities designed to build a sense of community spirit, and to improve the Quality of Life for the resident.
- b. Prepare and submit through the ACS Outreach Office a Village Newsletter.
- c. Coordinate with the ACS Outreach Office, MSC, Area Coordinator, and volunteers to implement Mayoral Program within their village.
- d. Coordinate with the ACS Outreach Office an annual calendar of events in their village through Organizational Self-Assessment.
- e. Maintain a regular schedule so village residents will be assured of mayoral availability.
- f. Attend the MPAC to present the needs of the community and to be informed about current and upcoming events at Fort Carson.
- g. Attend community meetings/councils (PX/Commissary, Fort Carson Community Town Meetings, CYS Parent Advisory, etc.) as required to ensure the needs of the community are being considered at all levels.
- h. Attend the Community Mayors' Meeting to discuss unresolvable issues and concerns.
- i. Coordinate the appointment of an Assistant Mayor, who resides in the village, to be available during extended periods of absence (due to illness, schedule conflicts, PCS, ETS, etc.) and capable of conducting all mayoral business, for approval by the Garrison CSM. The Assistant Mayor should attend MPAC Council meetings.
- j. Assist in recruitment of neighborhood volunteers who can assist in implementation of mayoral programs.
- k. Receive concerns, needs, and recommendations from community resident and ensure the lines of communication to community resident remain open. Each mayor is expected to coordinate with Fort Carson staff agencies and Colorado Springs Community agencies in the problem solving process. The key is to help military families to help themselves; to show someone "how to" rather than "to do for". Should actions require professional assistance, beyond the scope of the mayor, refer to the MSC Commander or Command Sergeant Major, the

DPW, ACS Outreach Office, the DCA, Garrison Sergeant Major or Garrison Commander and/or Commanding General, depending upon the particular issue. Remember, give the agency first chance to address an issue and allow reasonable time for resolution, then go up the chain.

l. Encourage resident to support community goals and standards, which instill "Pride in the Fort Carson Community". Mayors are prohibited from entering disputes between residents. They will adhere to post regulations and policies. Problems which cannot be resolved by encouragement or the Area Coordinator Program will be referred to the MSC for correction. Thereafter, the DPW Housing Office will be the next point of contact and the finally the ACS Outreach Office may assist in non-routine matters.

m. Work closely with the ACS Outreach Office to determine the liaison for all routine matters affecting their villages. The ACS Outreach Office is the Point of Contact (POC), on a day-to-day basis to provide assistance when mayors are seeking to resolve problems or issues.

n. Will have fiscal responsibility in managing funds received from spring and/or fall cleanup recognition. The Mayors will comply with all accountability requirements of the ACS Outreach Office.

o. Work with FCFH to help identify solutions to housing problems.

3. Qualifications And Requirements

- a. Must have at least one year (preferably 18 months) time left at Fort Carson.
- b. Must live in the Fort Carson village they wish to represent.
- c. Must pass a Fort Carson background check.
- d. Must attend a monthly Community Mayors' Meetings.
- e. Must attend a quarterly MPAC meeting.
- f. Must attend community meetings and annual Army Family Action Planning (AFAP) Community Forum.

4. Benefits

- a. ACS Volunteer training available after serving a minimum of 50 volunteer hours.
- b. CG's Certificate and Coin upon PCS or Separation from the Army. Must serve a minimum of six months as Village Mayor.
- c. Child Care for conducting official mayoral business. Subject to the availability of funds and fiscal year budget constraints. (Available to assistant mayors when performing in the official capacity of the mayor).
- d. Direct input to Command Group to improve Quality of Life.
- e. Free pool pass OR golf membership and free bowling.
- f. Frequent contact with Fort Carson senior leaders.
- g. Parking space at the PX and Commissary.

5. Training

- a. Annual Orientation (Mid -year appointees will receive a simplified orientation.)
 - 1) Army Community Service
 - 2) Directorate of Community Activities agencies
 - 3) Directorate of Public Work
 - 4) Military Community
 - 5) Provost Marshal Office
 - 6) Volunteer Programs
- b. Briefing Techniques
- c. Communication and Active Listening
- d. Community Relations
- e. Computer Software
- f. Customer Service
- g. Effective Writing
- h. Goal Setting and Processing
- i. Stress and Conflict Resolution
- j. Time Management
- k. Working with community agencies

Tab 2 Spring and Fall Cleanup Programs

- Specific periods are established each Spring and Fall to clean up outside areas.
- Dates of cleanup periods and instructions on proper disposal of debris will be published in the Fort Carson Mountaineer.
- Residents who will be absent from the installation during any cleanup period will notify their Chain of Command and provide the name of a person who will be responsible for their quarters area during their absence.
- The Spring Cleanup period will also be used to judge the best housing areas. The competition will result in a monetary award and signs posted in the housing areas for the top five areas.

VILLAGE: _____

POSITIVE ITEMS (EXAMPLE)

ITEM WEIGHT	ITEM DESCRIPTION	RATING (1 – 10)	WEIGHTED RATING
3	POLICE OF AREA	9	27
3	GRASS CUTTING	8	24
2	CONDITION OF GRASS (BARE SPOTS, WEEDS)	7	14
1	EDGING BY WALKS AND CURBS	7	7
1	EDGING BY TREES, FLOWER BEDS & STRUCTURE	7	7
1	WEEDING OF FLOWER BEDS	9	9
2	RESIDENT INITIATIVE	7	14
3	OVERALL APPEARANCE OF QUARTERS	8	24
TOTAL			126

NEGATIVE ITEMS (EXAMPLE)

ITEM WEIGHT	ITEM DESCRIPTION	RATING (1 – 10)	WEIGHTED RATING
2	UNAUTHORIZED STRUCTURES (NO.)	9	27
3	UNAUTHORIZED GARDENS (NO.)	8	24
2	UNAUTHORIZED FRONT YARD FENCES	7	14
1	OTHER	7	7
TOTAL			17

GRAND TOTAL	109
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Tab 3 Yard of the Month Program

- A Beautification Program has been established to recognize those families maintaining or improving the exterior landscape at their quarters in an "Outstanding" manner. Landscaping criteria considered in the judging will include yard appearance, grass areas, trees, shrubs, bushes, and flower plantings.
- Fort Carson is responsible for the program, assisted by each and every resident.
- All residents are encouraged to contact the Village Mayor with suggestions or recommendations for improving the appearance of the housing area.

Fort Carson recognizes the "Best Yard-of-the-Month" in each of the thirteen villages. This competition begins in May of each year and runs through August. Winners receive special recognition with certificates, yard signs and donations from various community agencies.



Appendix C MAINTENANCE TIPS

Tab 1 Do's and Don'ts

1. Toilets:

- a. Do's: Use it for normal body waste and tissue paper. Can also use it to dispose of small amounts of household cleaners such as cleanser, bathroom cleanser, Pine-Sol, or bleach.
- b. Don'ts: Absolutely no flushing of the following items
- c. feminine hygiene products, nylon reinforced paper rags, cloth rags, or material of any kind! No petroleum products (oil, gas, antifreeze, brake fluid, etc.). No paint (lead or oil), thinners or solvents. No industrial chemicals, pesticides, or herbicides. No needles (insulin, etc.). No medicines of any kind.

2. Kitchen and Bathroom Sink Drains:

- a. Do's: All soaps are acceptable. All food items should be put down the drain on the garbage disposal side with hot water. Place grease in a separate container. Let it harden, then dispose of with trash.
- b. Don'ts: No rice or coffee grounds. No petroleum products (oil, gas, antifreeze, brake fluid, etc.). No paint (lead or oil), thinners or solvents. No chemicals, pesticides, or herbicides. No needles (insulin, etc.). No medicines of any kind. No toys or other foreign objects of any kind. NOTE: The unacceptable items mentioned above are to be disposed of properly in the trash, recycle centers or as outlined in other areas of this guide.

Tab 2 Household Cleaners

1. Introduction

Many toxic and hazardous chemicals are used in homes for various household chores and pest control. We encourage family housing residents to read the labels on cleaning solutions, paints, and other household items so that you know what types of chemicals you're purchasing and how to dispose of any excess material. Following are some non-toxic alternatives to commonly used household items:

2. General

- a. Use all of a substance before throwing away the container. Buy the size container you need for the job. Wear gloves, eye protection or other safety equipment and use according to the package directions. Dispose of empty containers as indicated on the label.
- b. Traditional cleansers based on natural products will usually clean just as effectively as harmful, fast-acting chemicals. Below, are some suggested alternatives to the cleaning agents you may have stocked under your kitchen sink:

1) Air Fresheners. Open the window or use an exhaust fan as a natural air freshener. Or simmer a small amount of cinnamon, orange peel, and cloves on the stove or in a small ceramic saucer over a candle to give your home a pleasant fragrance. Fresh cut flowers will also pleasantly scent your home. An open box of baking soda will help absorb odors in the refrigerator; sprinkling baking soda in the garbage can or diaper pail will do the same.

2) All-purpose Cleaner. Try the following recipe for all-purpose cleaning:

3) 1 gallon hot water

4) 1/4 cup sudsy ammonia

5) 1/4 cup vinegar

6) 1 tablespoon baking soda

7) Drain Cleaners. To keep your drains open, clean, and odor-free, NEVER POUR LIQUID GREASE DOWN A DRAIN, and always use the drain sieve. Once a week, mix 1 cup baking soda, 1 cup salt, and 1/4 cup cream of tartar. Pour 1/4 cup of this mixture into the drain followed by a pot of boiling water. Your drain should remain open and odor-free. In the event the drain becomes clogged, pour 1/4 cup baking soda, followed by 1/2 cup vinegar. Close the drain until the fizzing stops, and flush with boiling water. As a last resort, call the Service Desk to unplug drains.

8) Furniture and Floor Polish. Use commercial products that contain lemon oil and beeswax in a mineral oil base.

9) Glass Cleaners. Don't wash windows when the sun is shining directly on them; the cleaning solution will dry too fast and streak. To cut dirt, mix 2 tablespoons borax or washing soda in 3 cups water and spray onto the glass using a pump sprayer or use a mixture of vinegar and water for window cleaning. If you use a "squeegee," similar to the kind used in gas stations to clean windshields, your windows won't streak.

10) Laundry Detergent. Soak in cool water any particularly dirty items before you throw them into the washing machine to avoid using harsh chlorine bleaches that could pollute the water. For hand-washing, use a bar of soap and small amounts of washing soda dissolved in hot water. For washing machines, use phosphate-free powders.

11) Paint. Use latex paint rather than oil-based paint.

12) Toilet Bowl Cleaner. A strong solution of a natural acid, such as vinegar, will remove most lime scale without polluting water.

Tab 3 Seasonal Maintenance – Fall/Winter Maintenance (Sept through Apr).

1. Winterization Preparation

Preparation of the housing unit building winterization of the building conserves energy and makes the living quarters more comfortable. Thermostats should be set no higher than 70° during the day and set back to 55° at night. Several methods that the resident can utilize to retain heat in a home include opening drapes at southfacing windows during daylight hours to allow for passive solar heating, and sealing doors and windows to provide airtight enclosures. Call maintenance work order phone, 576-6819, if doors and windows admit cold outside air.

2. Exterior maintenance for housing unit building and grounds:

- a. Remove hoses and drain outside faucets. Drain and store the hoses indoors or in storage sheds to prevent freezing and cracking. Residents are responsible for damage to water pipes and hoses due to failure to properly drain and winterize. Leaks may not appear until the outside temperature rises and melts frozen water in the faucets and water lines.
- b. Snow must be cleared from sidewalks, steps and driveways within 24 hours of the end of the snowfall. Residents will be held responsible for any injuries caused by failure to clear snow. The area of responsibility is the same as for lawn/yard care and maintenance.
- c. Ice above doorways and driveways should be removed to prevent injuries.
- d. Residents shall rake leaves in the fall and place in bags for trash removal.
- e. It is recommended that residents water lawns and shrubs at least twice during the Fall/Winter season. Snowfall at Fort Carson generally does not provide enough moisture to adequately nourish grass and shrubs. Remember to remove, drain and store hoses after use.
- f. Change batteries in all smoke detectors and carbon monoxide detectors.
- g. Field mice and other vermin often seek the warmth of basements and storage sheds. Mousetraps are available in the Self-Help Store.

Tab 4 Seasonal Maintenance – Spring/Summer Maintenance (Apr through Sept).

1. Resident Responsibilities

- a. Residents are encouraged to landscape their yards. The FCFH must approve significant changes to the current landscaping. Residents should come to the FCFH Leasing Office (7301 Woodfill Road) with a diagram showing the proposed layout, and fill out a Request for Landscaping, copy at Appendix G. After approval, the original will be placed in the housing unit folder and a copy returned to the resident.
- b. Residents are responsible for the upkeep of lawns within the perimeters as instructed at assignment. Lawn mowers are an individual responsibility.
- c. Residents are responsible for the maintenance/trimming of shrubs, and edging of sidewalk.

d. Broken tree branches or limbs lower than 6 feet above the ground should be trimmed by the resident. Above this height FCFH personnel will trim branches and trees.

2. Fencing Maintenance.

Residents who need fences repair should call the Service Desk. Residents are responsible for maintenance of grass in their yards, Grass seed is available at the Self-Help Store for residents use.

Appendix D SAFETY TIPS

Tab 1 Cooking Appliances

- Never leave cooking unattended. Using grease or anything that produces grease creates an especially dangerous fire hazard. If a grease fire occurs, cover the pan with a lid, turn off the appliance and call the fire department. Never use water! Don't attempt to move the pan! Control burning spillage with a fire extinguisher or baking soda. NEVER use baking powder, flour, sugar, salt, dishwashing compound, or laundry detergent.
- When using electrical equipment (toasters, grills, deep fryers, etc.), maintain sufficient clearance on sides, top, and bottom from combustible materials. Unplug appliances when not in use. Replace appliance cords as soon as they show wear or are damaged. Cords with broken or frayed insulation can start fires. Keep kitchen exhaust fans clean to prevent accumulation of grease.

Tab 2 Fire Prevention Recommendations

- Fire prevention inspections frequently show the following recurring deficiencies; avoid these circumstances:
 - Storage of flammable materials within three feet of hot water heaters or furnaces.
 - Storage of combustible materials under stairwells.
 - Storage of gasoline or other flammable liquids in unauthorized conditions or containers.
 - Smoke detector not working properly.
 - Extension Cords:
 - Extension cords should be eliminated wherever possible through relocation of portable appliance, furniture, benches, etc.
 - Where extension cords are deemed necessary and are left in place, they should not exceed ten feet in length; they should be free of breaks and splices, and shall not be secured by nails, staples, or run through walls, windows, doorways, or under rugs or pads.
 - An extension cord should not be smaller in wire gauge (thickness) than the appliance cord it serves.
 - An extension cord should not service more than one fixture or appliance.

Tab 3 Flammable Materials

Care should be exercised in storing flammable materials such as cardboard boxes, corrugated packing materials or stereo equipment boxes. Unsafe storage could result in fires and damage to quarters

Tab 4 Natural Gas

Family housing units use natural gas for heating, domestic hot water, and cooking. Gas is odorless; however, a harmless chemical odorant (makes it smell like rotten egg) is added to the gas so you and your family may detect even the smallest gas leak. Investigate if you ever detect faint whiffs of the odorant. If possible, "follow your nose" to the source. It may be only a stove

pilot light that is out or a burner valve that is partially turned on, something you can easily and safely correct. If the source cannot be located or if the odor persists, call the Maintenance Service Order Desk, 576-6819. Any suspected major leak should be reported immediately to the Fire Department by calling 911.

Tab 5 Power Tools

Lawn mowers and edgers should not be refueled while the motor is running. Equipment should have sufficient time to cool down before refueling. Store power lawn mowers, motorbikes, etc. in a well-ventilated place, such as the storage shed. DO NOT store these items in the basement.

Tab 6 Running/Jogging Safety

Individuals are required to wear reflective vests or belts when running on Fort Carson during periods of reduced visibility (before sunrise and after sunset) in areas other than those designated for morning PT (Magrath Avenue or selected 10th SFG areas).

Tab 7 Small Arms Ammunition

Within family quarters, all small arms ammunition, smokeless powder, and primers shall be stored in metal containers. Residents shall notify the Fire Department, 526-9355/9356 of the number of rounds of ammunition in their quarters. Location of these items within the quarters shall also be reported. Black powder storage in all billets and family quarters is strictly prohibited.

Tab 8 Smoke Detectors

Smoke detectors are installed in all family units on Fort Carson. With proper care and preventive maintenance, the detector should give sufficient warning of fire to allow the resident to exit from the unit safely. It is the responsibility of the resident to periodically check the detector for operation status. Any defective detector will be reported to the Maintenance Service Desk.

Tab 9 Smoking

NEVER smoke in bed. Use safety matches or a cigarette lighter and keep them out of the sight and out of the reach of small children. Empty ashtrays in a noncombustible container and discard in an outdoor trash container after ashes are cold.

Appendix E COMMUNITY INFORMATION

Tab 1 Transportation

1. Airports

Colorado Springs Airport
7770 Drennan Rd., 80916
550-1972
www.Flycos.com

Denver International Airport
(303) 342-2000

2. Bus Travel

Springs Transit- 385-5974

Springs Mobility- 392-2396
Speech or Hearing Impaired-
(800) 659-3656 (voice)
(800) 659-2656(TTY)

Ridefinders (carpool, vanpool, or school pool
information) 385-7433

Interstate Bus Travel
TNM&O (Greyhound)
120 S. Weber St
635-1505

3. Shuttle And Limousine Services

Black and White Shuttle
(888)814-3077/227-9201

Ramblin' Express Shuttle
(800)772-6245/590-8687

Shuttle Services of Southern Colorado
(877)545-9435

4. Taxis

American Cab
550-9300

Yellow Cab
634-5000

Tab 2 Community Resources

1. General Services

El Paso County Department of Social Services 636-0000

2. Youth/Family Organizations

Big Brothers/Big Sisters
207 N. Nevada Ave., 80903
471-9790

Boy Scouts of America
525E. Uintah St., 80903
634-1584

Boys and Girls Clubs
1445S. Chelton Rd., 80910
570-7077

YMCA of the Pikes Peak Region
207 N. Nevada Ave., 80903
473-9622

3. Retirement Communities & Assisted Living

Pikes Peak Area Agency on Aging
15 S. Seventh St., 80905
471-2096

4. Military Hospitals

Evans Army Community Hospital
7500 Cochrane Cir., Fort Carson 80913
526-7000

Tab 3 Government Listings

1. Chambers of Commerce

Colorado Springs Chamber of Commerce 635-1551
Fountain Chamber of Commerce 382-3190

2. Colorado Springs City Administration Building

The City Administration Building
30 S. Nevada Ave., 80903
Main phone 385-5900
Concern line 685-5462
Information 385-CITY

3. Mayor

Mary Lou Makepeace 385-5900

4. The County Office Building

27 E. Vermijo Avenue, 80903-2208
520-6444

5. Automobile Information

a. Emissions Testing

For Testing Locations
633-2333

b. Colorado Driver's License Offices

3650 Austin Bluffs Pkwy., Ste. 188, 80918	594-8701
161 Fontaine Blvd., Security, 80911	392-6101

c. Department Of Motor Vehicles

Centennial Hall
200 S. Cascade Ave., 80903
520-6240

Chapel Hills Mall
1710 Briargate Blvd. #350
685-5894

Widefield Mall
115 Fontaine Blvd., 80911
520-6240

6. Libraries

Pikes Peak Library District

5550 N. Union Blvd
531-6333

Branch Locations:

Fountain: 501 E. Iowa Ave.
382-5347

Cheyenne Mountain: 1791-D S. 8th
633-6278

El Pomar: 1661 Mesa Ave.
577-7000

Old Colorado City:
2418 W. Pikes Peak Ave
634-1698

Rockrimmon: 832 Village Center Dr.
593-8000

Ruth Holley: 923 N. Murray Blvd.
597-5377

Sand Creek: 1821 S. Academy
597-7070

7. Pets

Humane Society of the Pikes Peak Region
633 S. Eighth St., 80905
473-1741

8. Post Office

Fort Carson
4975 McDonald St. Bldg. 1519; Fort Carson, CO 80913
570-5454

9. Road Conditions/Time And Temperature/Weather

(303) 639-1111
(303) 630-1111

10. Voter Registration

El Paso County Election Department
520-6225

Tab 4 Media

1. Newspapers

The Gazette Daily Newspaper	632-5511
The Mountaineer Fort Carson Newspaper	526-1265

2. Television Stations

KOAA (NBC)	632-5030
KTSC (PBS)	543-8000
KKTV (CBS)	634-2844
KRDO (ABC)	635-1515
KXRM (FOX)	596-2100

3. Telephone

El Paso County Telephone Co.
683-2501

McLeod USA
Residential (800) 500-3453

Qwest
Residential (800) 244-1111

Sprint
Residential 527-0814 (Fax: 527-0821)

Tab 5 Schools – Charter

1. The CIVA Charter High School

CIVA stands for character, integrity, vision and the arts. The program emphasizes character development and strong parental involvement.

Sponsor: Colorado Springs District 11

Address/Phone: 1205 Potter Drive, 477-6040

Grades: 9-11

2. Community Prep School

Serves students who have dropped out or are at risk of doing so. The curriculum is designed to meet the graduation requirements of D-11 but offers few electives. The student is required to obtain a competency of 80 percent in every course. The curriculum is self-paced, with small classes aimed at meeting individual needs.

Sponsor: Colorado Springs District 11 in partnership with the City of Colorado Springs

Address/Phone: 332 E. Willamette Ave., 578-6916

Grades: 9-12

3. Cheyenne Mountain Charter Academy

Stresses fact-based learning, with focus on core knowledge.

Sponsor: Cheyenne Mountain District 12

Address/Phone: 1832 S. Wahsatch Ave., 471-1999

Grades: K-8

4. The Classical Academy

A new core know-ledge charter school with the classical approach and traditional values. High-quality literature, history, mathematics and geography as well as Spanish, Latin, art and music are taught.

Sponsor: Academy District 20

Address/Phone: 8650 Scarborough Drive, 282-1181

Grades: K-7

5. Emerson-Edison Partnership School

Features a world-class curriculum with longer schools days and a longer school year, a computer in each family's home and teaching methods that motivate students.

Sponsor: Colorado Springs District 11

Address/Phone: 4220 E. Pikes Peak Ave., 570-7822

Grades: 6-7

6. Globe Charter School

Features community service, foreign language and instruction about various cultures and global issues.

Sponsor: Colorado Springs District 11

Address/Phone: 117 S. Wahsatch Ave., 630-0577

Grades: K-12

7. Lewis-Palmer Charter Academy

Emphasizes the three "R's" as well as respect and responsibility. The curriculum emphasizes the Core Knowledge series.

Sponsor: Lewis-Palmer District 38

Address/Phone: 1890 Willow Park Way, Monument, 481-1950

Grades: K-8

8. Roosevelt-Edison Charter School

Emphasizes academics, with Spanish, music, art and physical education for all students.

Sponsor: Colorado Springs District 11

Address/Phone: 205 S. Byron Drive, 637-0311

Grades: K-5

Tab 6 Schools – Private

1. All Peoples Learning And Home School Center

A private school providing basic subjects needed for a high school diploma. Uses Accelerated Christian Education program, incorporates Life-Pac and Alpha-Omega programs, promotes parental involvement and Christian ethics.

Address/Phone: 3725 Drennan Road, 390-8416

Grades: K-12

2. Aspen Leaf Christian School

Accelerated Christian education. Individualized learning program.

Address/Phone: 1930 W. Colorado Ave., 473-1439

Grades: K-9

3. Colorado Springs Christian Schools

Academic program with biblical perspective in Christian atmosphere.

Administration office: 305 Austin Bluffs Parkway, 599-3553

Elementary School: 4005 N. Weber St., 535-8965

Middle School: 305 Austin Bluffs Parkway, 535-8968

High School: 4825 Mallow Road, 535-2727

4. The Colorado Springs School

Private, college- preparatory school with challenging academic program and experience-based learning. Small classes, dedicated teachers and a safe, caring school community. Boarding program available for grades 9-12. Bus service available.

Address/Phone: 21 Broadmoor Ave., 475-9747

Grades: Preschool-12

5. Cornerstone Baptist Academy

A year-round program, traditional elementary and secondary.

Address/Phone: 3615 Vickers Drive, 593-7887

Grades: K-12

6. Corpus Christi Catholic School

Religion taught daily in all grades. Basic academic programs in pre-kindergarten through grade

5. An academic program with emphasis on middle-school grades 6-8. Afternoon pre-kindergarten class.

Address/Phone: 2410 N. Cascade Ave., 632-5092

Grades: PreKindergarten-8

7. Divine Redeemer Catholic School

Integrates Catholic ideals and principles into education; promotes spiritual, moral, intellectual, emotional and physical growth and a value-based, family-supported education.

Address/Phone: 901 N. Logan St., 471-7771

Grades: Preschool-8

8. Evangelical Christian Academy

A Christ-centered institute dedicated to providing a high-quality education so students will apply Biblical principles in their homes, their churches, their states and in their future vocation.

Grades: Pre-K through 12

Elementary School: 2511 N. Logan St. 634-7024

Junior-Senior High School: 4050 Nonchalant Circle S., 597-3675

9. Fountain Valley School

Strong college preparatory program. Average class size of 13 and student-faculty ratio of 8:1.

Honors and advanced-placement courses in all disciplines.

Address/Phone: 6155 Fountain Valley School Road, 390-7035

Grades: 9-12, day and boarding

10. Hilltop Baptist School

Traditional class setting, with additional special classes for students with learning problems.

Offers all-Christian textbooks, computer, band and athletic programs.

Address/Phone: 6915 Palmer Park Blvd., 597-1880

Grades: Preschool-12

11. Hope Academy

"The Closest Thing to Homeschool." A Christian school providing high-quality academics with a focus on the basics, including a well-rounded thematic curriculum. Program features include foreign language, music, computers, gymnastics and Bible study.

Address/Phone: 325 E. Pikes Peak Ave., 633-3121

Grades: Preschool-3

12. Holy Trinity School

Integration of religious values, personalized instruction, small class size, high academic standards, cultural experiences. Child care available. A ministry of Holy Trinity Catholic Church.

Address/Phone: 3115 Larkspur Drive, 634-1029

Grades: Preschool-8

13. Immanuel Lutheran School

Provides an education designed to develop the whole child academically, physically, socially and spiritually. Accredited by the Colorado Department of Education and by National Lutheran Schools.

Address/Phone: 828 E. Pikes Peak Ave., 636-3681

Grades: Preschool-8

14. Junior Academy Ltd

All-day kindergarten and non-graded primary school. Each child's program individualized.

Preschool, from 2 years to pre-kindergarten, educational program.

Address/Phone: 1311 N. Nevada Ave., 632-7681

Grades: K-6

15. Mackintosh Academy

Private school for gifted children. Curriculum and instruction are adapted to the individual child's learning style, allowing self-pacing and acceleration using a wide variety of methods and materials. The curriculum is an International Baccalaureate preparatory program.

Address/Phone: 2001 W. Cheyenne Road, 475-2510

Grades: Preschool-8

16. Our Lady Of The Rockies School

An independent private school. Reading and basic skills are taught in a multilevel format. Student responsibility, character formation and Christian values are emphasized. High academic standards.

Address/Phone: 815 S. 25th St., 634-0988

Grades: Preschool-9

17. Pikes Peak Christian School

Program centered on biblical principles. Daily chapel. Various enrichment and sports programs offered in grades K-8. Before- and after-school care available.

Address/Phone: 5905 Flintridge Drive, 598-8610

Grades: Preschool-8

18. Pauline Memorial Catholic School

Christian values; all students participate in the study of religion. Computer program. Fully equipped science laboratory. Emphasis on humanities, creativity and the arts.

Address/Phone: 1601 Mesa Ave., 632-1846

Grades: Preschool-8

19. Redeemer Lutheran School

Basic core curriculum with religious teaching in each grade. Owned and operated by Redeemer Lutheran Church, a member of the Lutheran Church Missouri Synod.

Address/Phone: 2221 N. Wahsatch Ave., 633-7600

Grades: Preschool-8

20. Springs Adventist Christian Academy

High academics, Bible based, low student-teacher ratio, good basic education and all certified teachers.

Address/Phone: 5410 Palmer Park Blvd., 597-0155

Grades: 1-9

21. Springs Of Life Christian School

Traditional classrooms using predominantly A-Beka, Bob Jones and Saxon curriculum. Low student-teacher ratio, P.E. and music classes, sports program.

Grades: Preschool-12

Preschool-Elementary School: 1250 Vondelpark Drive, 593-5866.

Junior-Senior High School: 505 Castle Road, 632-2691

22. ST. Mary's High School

St. Mary's High School is a coeducational high school dedicated to the teachings of Jesus Christ in the Roman Catholic tradition and preparing students for higher learning.

Address/Phone: 2501 E. Yampa St., 635-7540

Grades: 9-12

23. ST. Stephen's Episcopal Day School

Joins an Anglican expression of the Christian faith with a challenging curriculum to promote the intellectual, moral and spiritual growth of children.

Address/Phone: 631 N. Tejon St., 575-0436

Grades: Preschool-6

24. Tri-Lakes Montessori School

The specific goals for the children who attend a Montessori school are: developing a positive attitude toward school; helping each child develop self confidence; assisting each child in building a habit of concentration; fostering an abiding curiosity; developing habits of initiative and persistence; and fostering inner security and sense of order in the child.

Address/Phone: 18075 Minglewood Trail, 488-8723

Grades: Preschool-6

25. Trinity Christian School And Child-Care Center

Traditional curriculum based on phonetic reading approach. Children learn listening skills and are involved in creative activities and multisensory learning activities. Summer day camp available.

Address/Phone: 5055 El Camino Drive, 599-4136

Grades: Preschool-6

26. Tutmose Academy

Small, private high school established in response to the need for a creative educational approach for youth who are not finding success in the traditional school settings.

Address/Phone: 1205 Shasta Drive, 473-6566

Grades: 9-10

27. Victory Christian School

Address/Phone: 3150 S. Academy Blvd., 392-3830

Grades: K-12

28. Woodland Hills Montessori School

Woodland Hills is Montessori-based but eclectic in its approach. The child is served developmentally through the five senses as well as emotionally and academically.

Address/Phone: 3215 Woodland Hills Drive, 594-0611

Grades: Age 3-2 (grade)

Tab 7 Schools – Public

1. Colorado School For The Deaf And The Blind

Address/Phone: 33 N. Institute St., 578-2100

Internet address: <http://www.csdb.cde.state.co.us/>

2. Harrison District 2

Administration office: 1060 Harrison Road, 579-2000

Internet address: harrison.k12.co.us

a. Elementary Schools

- Bricker, 4880 Dover Place, 596-1909
- Centennial, 1860 S. Chelton Road, 597-1497
- Chamberlin, 2400 Slater Ave., 576-1181
- Giberson, 2880 Ferber Drive, 392-9001
- Monterey, 2311 Monterey Road, 596-5886
- Oak Creek, 3333 Oak Creek Drive, 579-9790
- Otero, 1650 Charmwood Drive, 576-2720
- Pikes Peak, 1520 Verde Drive, 473-5866
- Sand Creek, 550 Sand Creek Drive, 579-3760
- Stratmoor Hills, 200 Loomis Ave., 576-1608
- Stratton Meadows, 610 Brookshire Ave., 473-5865
- Turman, 3245 Springnite Drive, 390-3616
- Wildflower, 1160 Keith Drive, 574-9110.

b. Middle Schools

- Carmel, 1740 Pepperwood Drive, 597-6870
- Gorman, 2883 S. Circle Drive, 576-8526
- Panorama, 2145 S. Chelton Road, 591-2570

c. High Schools

- Harrison, 2755 Janitell Road, 576-8522
- Sierra, 2250 Jet Wing Drive, 591-9400
- New Horizons School, 2755 Janitell Road, 576-8226

d. Other Schools

- District Special Education Center, 2948 E. Fountain Blvd., 576-0274

3. Widefield District 3

Administration office: 1820 Main St., Colorado Springs, 391-3000

Internet address: <http://www.wsd3.k12.co.us/>

a. Elementary Schools

- French, 5225 Alturas Drive, 391-3495
- King, 6910 Defoe St., 391-3455
- North, 209 Leta Drive, 391-3375
- Pinello, 2515 Cody Drive, 391-3395
- Sunrise, 7070 Grand Valley Drive, 391-3415
- Talbott, Dean and Fordham streets, 391-3475
- Venetucci, 405 Willis Drive, 391-3355
- Webster, 445 Jersey Lane, 391-3435
- Widefield, 509 Widefield Drive, 391-3335

b. Junior High Schools

- Janitell, 7635 Fountain Mesa Road, 391-3295
- Sproul, 235 Sumac Drive, 391-3215
- Watson, 136 Fontaine Blvd., 391-3255

c. High Schools

- Mesa Ridge, 6070 Mesa Ridge Parkway, 391-3600
- Widefield, 615 Widefield Drive, 391-3100

4. Fountain-Fort Carson District 8

Administration office: 425 W. Alabama Ave., Fountain, 382-1300

a. Elementary Schools

- Abrams, 600 Chiles Ave., Fort Carson, 382-1490
- Beacon Primary, 5510 Harr Ave., Fort Carson, 382-1460
- Jordahl, 800 Progress Drive, Fountain, 382-1400
- Lorraine, 301 E. Iowa Ave., Fountain, 382-1340
- Mesa, 400 Camino Del Rey, Fountain, 382-1370
- Mountainside, 5506 Harr Ave., Fort Carson, 382-1430

b. Middle Schools

- Aragon, 211 S. Main St., Fountain, 382-1580
- Carson, 6200 Prussman Blvd., Fort Carson, 382-1610

c. High School

- Fountain-Fort Carson, 515 N. Santa Fe Ave., Fountain, 382-1640

d. Alternative School

- Community Learning Center, 901 N. Santa Fe Ave., Fountain, 382-7429

5. Colorado Springs District 11

Administration office: 1115 N. El Paso St., 520-2003

Internet address: <http://www.cssd11.k12.co.us/>

a. Elementary Schools

- Adams, 2101 Manitoba Drive, 630-0170
- Audubon, 2400 E. Van Buren St., 630-0175
- Bates, 702 Cragmor Road, 260-8826
- Bristol, 890 N. Walnut St., 630-0180
- Buena Vista, 1620 W. Bijou St., 630-0183
- Carver, 4740 Artistic Circle, 596-3612
- Chipeta, 2340 Ramsgate Terrace, 260-8824
- Columbia, 835 E. St. Vrain St., 630-0233
- Edison, 3125 N. Hancock St., 630-0236
- Fremont, 5110 El Camino Drive, 260-8808
- Grant, 3215 Westwood Blvd., 260-8820
- Henry, 1310 Lehmberg Blvd., 596-0920
- Howbert, 1023 N. 31st St., 630-0186
- Hunt, 917 E. Moreno Ave., 630-2244
- Ivywild, 1604 S. Cascade Ave., 630-0244
- Jackson, 4340 Edwinstowe Ave., 260-8812
- Jefferson, 1801 N. Howard Ave., 630-2284
- Keller, 3730 Montebello Drive, 260-8817
- King, 6110 Sapporo Drive, 260-8814
- Lincoln, 2727 N. Cascade Ave., 630-2288
- Longfellow, 3302 Maizeland Road, 630-7801
- Madison, 4120 Constitution Ave., 596-4302
- Martinez, 6460 Vickers Drive, 260-8804
- Midland, 2110 W. Broadway St., 630-0246
- Monroe, 15 S. Chelton Road, 596-4404
- Penrose, 4285 S. Nonchalant Circle, 596-0881
- Pike, 2510 N. Chestnut St., 630-0248
- Queen Palmer, 1921 E. Yampa St., 630-7804
- Rogers, 110 S. Circle Drive, 630-7807
- Rudy, 5370 Cracker Barrel Circle, 596-0303
- Scott, 6175 Whetstone Drive, 328-6200
- Steele, 1720 N. Weber St., 630-7810
- Stratton, 2460 Paseo Road, 630-3380
- Taylor, 900 E. Buena Ventura St., 630-3395
- Trailblazer, 2015 Wickes Road, 328-6300
- Twain, 3402 E. San Miguel St., 596-6887
- Washington, 924 W. Pikes Peak Ave., 630-3670
- Whittier, 2904 W. Kiowa St., 630-3378
- Wilson, 1409 De Reamer Circle, 596-7450

b. Middle Schools

- East, 1600 N. Union Blvd., 520-2400
- Emerson, 4220 E. Pikes Peak Ave., 520-2410
- Holmes, 2455 Mesa Road, 520-2420
- Irving, 1702 N. Murray Blvd., 520-2430
- Mann, 1001 E. Van Buren St., 520-2440
- North, 612 E. Yampa St., 520-2450
- Russell, 3825 Montebello Drive, 520-2460
- Sabin, 3605 N. Carefree Circle, 520-2470
- West, 1920 W. Pikes Peak Ave., 520-2480

c. High Schools

- Coronado, 1590 W. Fillmore St., 520-2500
- Doherty, 4515 Barnes Road, 520-2600
- Mitchell, 1205 Potter Drive, 520-2700
- Palmer, 301 N. Nevada Ave., 520-2800
- Wasson, 2115 Afton Way, 520-2900

d. Alternative Schools

- Adult Education Center, 917 E. Moreno Ave., 630-0172
- Doherty Night School, 4515 Barnes Road, 520-2609
- Educational Opportunity Program, 730 N. Walnut St. and 3939 E. San Miguel St., 630-0240
- Palmer Night School, 301 N. Nevada Ave., 520-2850

6. Cheyenne Mountain District 12

Administration office: 1118 W. Cheyenne Road, 475-6100

a. Elementary Schools

- Broadmoor, 440 W. Cheyenne Mountain Blvd., 475-6130
- Canon, 1201 W. Cheyenne Road, 475-6140
- Cheyenne Mountain, 5250 Farthing Drive, 576-3080
- Gold Camp Elementary, 1805 Preserve Drive, 327-2820
- Pinon Valley, 6205 Farthing Drive, 527-0300
- Skyway Park, 1100 Mercury Drive, 475-6150

b. Junior High School

- Cheyenne Mountain, 1200 W. Cheyenne Road, 475-6120

c. High School

- Cheyenne Mountain, 1200 Cresta Road, 475-6110

7. Manitou Springs District 14

Administration office: 701 Duclo Ave., Manitou Springs, 685-2024

a. Elementary Schools

- Manitou Springs, 701 Duclo Ave., 685-5134
- Ute Pass, 9230 Chipita Park Road, Chipita Park, 684-9821

b. Middle School

- Manitou Springs, 415 El Monte Place, 685-5453

c. High School

- Manitou Springs, 401 El Monte Place, 685-5413

8. Academy School District 20

Administration office: 7610 N. Union Blvd., 598-2566

Internet address: <http://www.d20.co.edu/>

a. Elementary Schools

- Academy Edison, 3475 Hampton Park Drive, 265-8079
- Academy International, 8550 Charity Drive, 265-8073
- Antelope Trails, 15280 Jessie Drive, 481-9330
- Douglass Valley, U.S. Air Force Academy, 472-0208
- Edith Wolford, 13710 Black Forest Road, 495-2245
- Explorer, 4190 Bardot Drive, 282-0888
- Foothills, 825 Allegheny Drive, 594-0781
- Frontier, 3755 Meadowridge Drive, 594-0102
- High Plains, 2248 Vintage Drive, 594-0797
- Mountain View, 1655 Springcrest Road, 598-2246
- Pine Valley, U.S. Air Force Academy, 472-1803
- Pioneer, 3663 Woodland Hills Drive, 598-8232
- Prairie Hills, 8025 Telegraph Drive, 282-1771
- Rockrimmon, 194 Mikado Drive West, 598-7045
- Woodmen-Roberts, 8365 Orchard Path Road, 598-1715

b. Middle Schools

- Challenger, 10215 Lexington Drive, 598-1007
- Eagleview, 1325 Vindicator Drive, 548-0316
- Mountain Ridge, 9150 Lexington Drive, 598-3622
- Timberview, 8680 Scarborough Drive, 282-1144

c. High Schools

- Air Academy, U.S. Air Force Academy, 472-1295
- Aspen Valley, 1450 Chapel Hills Drive, 594-9023
- Liberty, 8720 Scarborough Drive, 282-1000
- Pine Creek, 10750 Thunder Mountain Ave., 598-3127
- Rampart, 8250 Lexington Drive, 594-9292

9. Hanover District 28

Administration office: 17050 S. Peyton Highway, Colorado Springs, 683-2247

a. K-12 School

- Hanover School, 17050 S. Peyton Highway, 683-2247

10. Lewis-Palmer District 38

Administration office: 146 Jefferson St., Monument, 488-4700

Internet address: <http://www.lpsd.k12.co.us/>

a. Elementary Schools

- Grace Best, 66 Jefferson St., 488-4770
- Ray E. Kilmer, 4285 Walker Road, 488-4740
- Lewis-Palmer, 1315 Lake Woodmoor Drive, 488-4750
- Palmer Lake, 115 Upper Glenway, Palmer Lake, 488-4760

Middle School

- Lewis-Palmer, 1776 Woodmoor Drive, 488-4776

b. High School

- Lewis-Palmer, 1300 Higby Road, 488-4720

11. Falcon District 49

Administration office: 10850 Woodmen Road, Falcon, 495-3601

Internet address: <http://www.familyeducation/co/Falcon%2049>

a. Elementary Schools

- Evans, 1675 Winnebago Road, 597-1843
- Falcon, 12050 Falcon Highway, Falcon, 495-2256
- Remington, 2825 Pony Tracks Drive, 574-6482.
- Stetson, 4910 Jedediah Smith Road, 574-4711.

b. Middle Schools

- Falcon, 11955 U.S. Highway 24, Falcon, 495-3661.
- Horizon, 1750 Piro Drive, 574-7700.

c. High Schools

- Falcon, 11110 Stapleton Road, Falcon, 495-2261.
- Sand Creek, 7005 N. Carefree Drive, 572-0924.

Tab 8 Places To Go

1. Auto Racing

Pikes Peak International Raceway
16650 Midway Ranch Rd., Fountain
382-7223

2. Fishing

Colorado Division of Wildlife,
2126 N. Weber St.
227-5200

3. Ice Arenas

Chapel Hills Mall
1710 Briargate Blvd., 80920
594-4231

Colorado Springs World Arena
3205 Venetucci Blvd., 80906
477-2150

4. Museums And Historical Attractions

American Numismatic Association
Money Museum
818 N. Cascade Ave., 80903
632-2646

Colorado Springs Pioneers Museum
215 S. Tejon St., 80903
578-6650

Cripple Creek District Museum
Bennet Ave., Cripple Creek, 80813
689-2634

Glen Eyrie Castle
3820 N. 30th St., 80904
594-2285

McAllister House Museum
423 N. Cascade Ave., 80903
635-7925

Mollie Kathleen Gold Mine
P.O. Box 339, Cripple Creek 80813
689-2465

Old Colorado City History Center
1 S. 24th St., 80904
636-1225

Pikes Peak Hill Climb Museum
135 Manitou Ave., Manitou Springs 80829
685-5996

Rock Ledge Ranch Historic Site
1805 N. 30th St., 80904
578-6777

Western Museum of Mining & Industry
125 Gleneagle Dr., 80921
488-0880

5. Parks

Garden of the Gods Park
30th St. at Gateway Rd., 80904
634-6666

Colorado Springs Convention and Visitors Bureau
104 S. Cascade Ave., 80903
635-7506

Pikes Peak Country Attractions Association 685-5894

U.S. Olympic Complex
1750 E. Boulder St., 80909
tour information line 659-8687

6. Sports

USAFA Falcons
US Air Force Academy

Colorado Rockies
Tickets are available at the ballpark, King Soopers, and at the
Rockies Dugout Store

Colorado Springs Sky Sox

4385 Tutt Avenue
591-7699

Denver Nuggets
Pepsi Center or Ticket Master
520-9090

Denver Broncos
Invesco Field at Mile High
303-433-7466

Colorado Avalanche
Pepsi Center or Ticket Master
520-9090

Colorado Springs Gold Kings
3185 Venetucci Blvd.
579-9000

Rodeo
Penrose Stadium
1045 W. Rio Grande
635-3547

Pikes Peak Stampede Soccer Club
4385 Tutt Ave.
444-8464

Tennis
Memorial Park Tennis
578-6676

Appendix F RESIDENT GUIDE EXTRACT

The complete Resident Guide is published on the Internet, placed in each house and at the local library.

The intent of the extract is to introduce the resident to the general policies that govern resident relations and to invite them to view the specific policies in the complete Resident Guide.

Residents should keep in mind that this extract is offered as a courtesy only. By the terms of their lease, residents are required to abide by all of the terms of the complete Resident Guide.



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Fort Carson Family Housing

RESIDENT GUIDE EXTRACT

1 September 2002

General
Management Information
Community Policies
Community Information

For further information or explanation, please review your complete Resident Guide or contact your Mayor, Area/Block Coordinators, or Housing Consultant.

I'd like to welcome you to Fort Carson Family Housing, an inviting collection of peaceful, safe neighborhoods. Neighborhoods created and maintained to afford every resident the best possible environment in which to raise their children, enjoy time off and restfully prepare for the coming day.

I need your assistance to continue to realize the neighborhoods I envision. I urge you to meet and socialize with your neighbors. Doing so will develop a sense of community as well as identify and seek solutions to minor irritations; and, to always make a conscious effort to set reasonable limits on your activities so as to preserve your neighbors' ability to enjoy a peaceful environment.

Attached is an extract of the Fort Carson Resident Guide. The extract contains ONLY contains general information to introduce you to the various policies. The Fort Carson Resident Guide contains specific policies on a variety of issues such as family member responsibilities, home business, vehicles, and so on. These policies are regulatory. However, even the most stringent enforcement cannot replace a simply held, genuine desire to create and maintain inviting neighborhoods. Join me in that endeavor and all of us will be benefit.

Tom Brockway
Deputy Project Director
Fort Carson Family Housing, LLC

Complete copies of the Fort Carson Resident Guide are available at Grant Library, online at http://www.jajoneshousing.com/fc_housing.html, village mayors, area/block coordinators and the Fort Carson Family Housing leasing offices.

1. How To's

- a. Maintenance – Contact JA Jones Maintenance Services (579-1605)
- b. Pest Control – Contact JA Jones Maintenance Services (579-1605)
- c. Trash Pickup
- d. Weekly: Place the trash container on the curb in front of your residence no later than 0700 in the morning. Check the Housing Guide for dates.
- e. Bulk (moving boxes, etc.) – Place bulk trash on the curb on Monday, Wednesday and Fridays, no later than 0700
- f. Police or Fire Emergencies – Dial 911.
- g. Utilities – Contact Sprint or Qwest for phones, Charter Cable for Cable TV.

2. Basements

Basements are authorized for storage and laundry use only – not living or sleeping areas. Many basements on Fort Carson may flood, so residents are urged to place all items on pallets, to include washer and dryers. Call our Service Desk for pallets, if not already in the basement.

3. Lawncare

Residents are responsible for caring for their lawns, flowerbeds and shrubbery. JA Jones Management is Services is responsible for common areas (playgrounds, etc) and tree maintenance. Check the **Resident Guide** for standards.

4. Vehicles

Refer to the **Resident Guide** for parking space locations, parking locations for additional vehicles, maintenance policies, registration information and so on. In most villages, parking is providing for two cars per residence (some villages only provide parking for one car). Abandoned or non-operational vehicles are subject to towing, as are unregistered vehicles.

5. Community Policies

- a. Be courteous to your neighbors.
- b. Please keep a neat and clean appearance around your house at all times.
- c. Please do not store personal items in front of your quarters (exceptions would be planters and benches). Please keep all sidewalks and entrances free from obstructions such as bicycles, motorcycles, toys and so on.
- d. Please keep the volume of your stereo, television, radios and musical instruments to a minimum so as to not disturb other residents. Residents shall not make or allow any disturbing noises.

- e. The sewer system is adequate to handle all normal drainage. The system was not built to handle grease, diapers, feminine napkins or other such refuse.
- f. Patios shall be kept neat and clean at all times; free of old furniture and trash.
- g. Please do not run additional telephone or cable wiring within your residence.
- h. If you are locked out of your residence or need new keys contact JA Jones Management Services (579-1605).
- i. We will allow guests and delivery people access into your residence ONLY with written permission. Entry into a residence by children will only be allowed with written permission from the resident to Management with specific names, birth dates and instructions.
- j. Children living in or visiting the residence must be supervised at all times.
- k. Please, no littering of papers, cigarette butts or trash on the grounds. No trash or other material may be accumulated in the residence or entryways that will cause a hazard or be in violation of any health, fire, safety ordinance or community regulation.

6. Management Information

- a. Hours of Operation are posted in the FCFH Leasing Office. Please feel free to visit our offices at any time to discuss your lease or service call issues.
- b. Rent is due and payable, by allotment, on the last day of each month. We will notify you if we have not received your allotment and expect payment within 5 days using certified funds (e.g. money or certified check.)
- c. Failure to pay due rents is cause for termination within 30 days.
- d. Transferring from one residence to another is allowed for a \$200 transfer fee.
- e. The occupancy is limited to you, your spouse and dependent children.
- f. You are not permitted to assign or sublet the residence.
- g. You are responsible for you guests' actions while on the property. Should any guest desire to remain for more than two weeks, please register them with the FCFH Leasing office.
- h. The residence must be kept clean, sanitary, and free from objectionable odors.

7. Insurance

We strongly recommend that you obtain your own renter's insurance. FCFH provides \$5000 of personal property insurance that we believe should be augmented to fully cover your personal property from theft, vandalism, or fire and water damage. The provided insurance does **not** cover high dollar items such as vehicles, jewelry, computer or stereo equipment nor **any** losses due to theft, mysterious disappearance or vandalism.

8. Energy Conservation

- a. FCFH works in conjunction with Fort Carson to conserve energy through quality construction, efficient appliances and light fixtures and amenities such as whole house cooling fans. We ask that you join us by doing the following in the summer and winter.
- b. Summer

- 1) Keep draperies and blinds closed on sunny sides of your residence.
- 2) Lights create heat. Turn them off when not in use.
- 3) Turn on your kitchen exhaust fan while cooking. Since one surface burner is equivalent to one ton of heat, turn stove burners off when not in use.
- 4) Turn on the bathroom exhaust fan while showering to lower the humidity.
- 5) For residences with attic fans, use them in the morning to draw in cool air; and in the evening to drive heated air out of the attic.

c. Winter

- 1) On sunny days, open draperies and let the sun warm your residence. Close the drapes at night to retain the heat.
- 2) Set your thermostat at the lowest comfortable temperature (68 degrees).
- 3) When you leave for any extended period, turn you thermostat down to 60 degrees.
- 4) Keep your furnace filter clean.

9. Pets

- 1) You are allowed two walking pets per residence. You are responsible for caring for your pet and cleaning up after them both in your own yard and in the common areas.
- 2) You are responsible for controlling your pet with leashes and tethers to ensure other residents are not endangered.
- 3) Barking dogs and prowling cats are considered a nuisance and will lead to termination of your lease.
- 4) Please refer to the Resident Guide for additional information on Pets such as vaccination, vet service, and so on.

Please refer to the complete Fort Carson Resident Guide for specific information about these and other policies. The Resident Guide is provided in your quarters and at the Post Library, FCFH Leasing Offices, Mayors, and Area/Block Coordinators. It can also be viewed at http://www.jajoneshousing.com/fc_housing.html.



Appendix G FORMS

Tab 1 Lease Documents..... G-2

Tab 2 30-Day Notice Form..... G-2

Tab 3 Update Housing Files G-2

Tab 4 Requests..... G-2

Tab 5 Clearing/Cleaning Forms..... G-2

Tab 6 Suggested Corrections G-2

Note: The listed forms are sample copies only. Pickup forms at the Fort Carson Leasing Office (Bldg 7301).

Tab 1 Lease Documents

1. **Lease Agreement (following pages)**
2. **Lead Paint Disclosure**

Tab 2 30-Day Notice Form

Tab 3 Update Housing Files

Tab 4 Requests

1. **Air Conditioning Request**
2. **Landscaping Request**
3. **Recycling Program Request**
4. **Retention of Government Quarters (Soldier on Hardship Tour)**
5. **Retention of Quarters – Sponsor Rules**
6. **Satellite Dish Request**
7. **Storage Shed Request**
8. **Waterbed Request**

Tab 5 Clearing/Cleaning Forms

1. **Cleaning Contract**
2. **Minimum Cleaning Requirements for a Cleaning Agreement**
3. **Pre-Termination Inspection Checklist**
4. **Minimum Cleaning Requirements – Quarters Going into Renovation**

Tab 6 Suggested Corrections

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